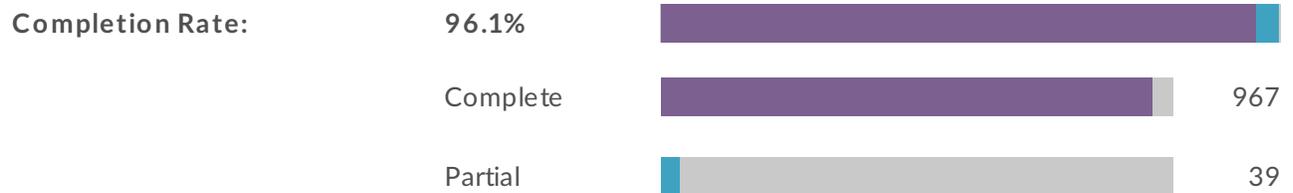


Caltrain Hillsdale Station Survey Results

Methodology

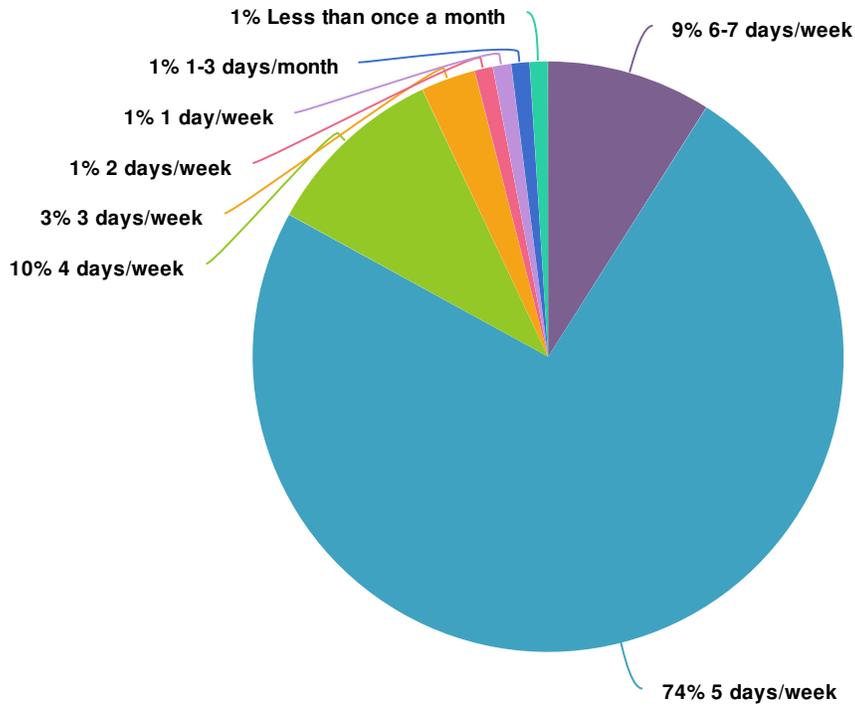
- Survey link distributed at Caltrain Hillsdale Station
 - July 24, 2019, between 5:00 a.m. and 3:45 p.m.
 - 14 surveyors
 - Approx. 2,898 links distributed
- Survey closed July 31, 2019

Response Counts



Totals: 1,006

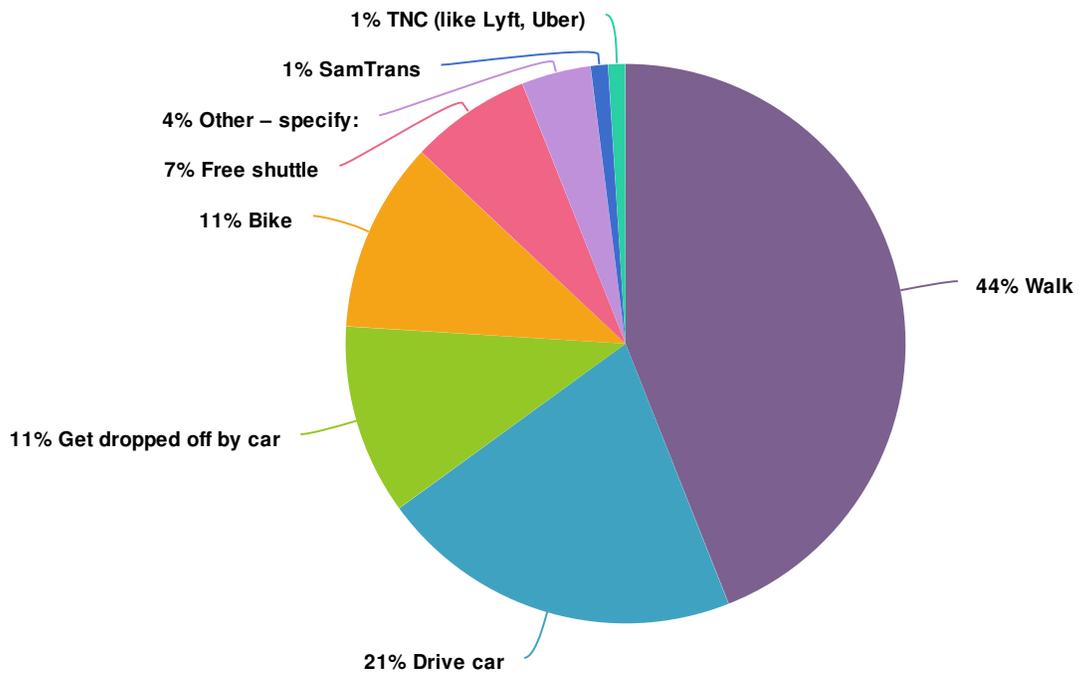
1. How often do you usually travel to or from Hillsdale Caltrain station?



Value	Percent	Responses
6-7 days/week	9%	91
5 days/week	74%	748
4 days/week	10%	96
3 days/week	3%	32
2 days/week	1%	15
1 day/week	1%	7
1-3 days/month	1%	9
Less than once a month	1%	8

Totals: 1,006

2. How do you typically get to Hillsdale Station before boarding the train? (your selection should represent the longest part of your trip by distance)



Value	Percent	Responses
Walk	44%	436
Drive car	21%	209
Get dropped off by car	11%	109
Bike	11%	108
Free shuttle	7%	74
Other - specify:	4%	42
SamTrans	1%	13
TNC (like Lyft, Uber)	1%	9

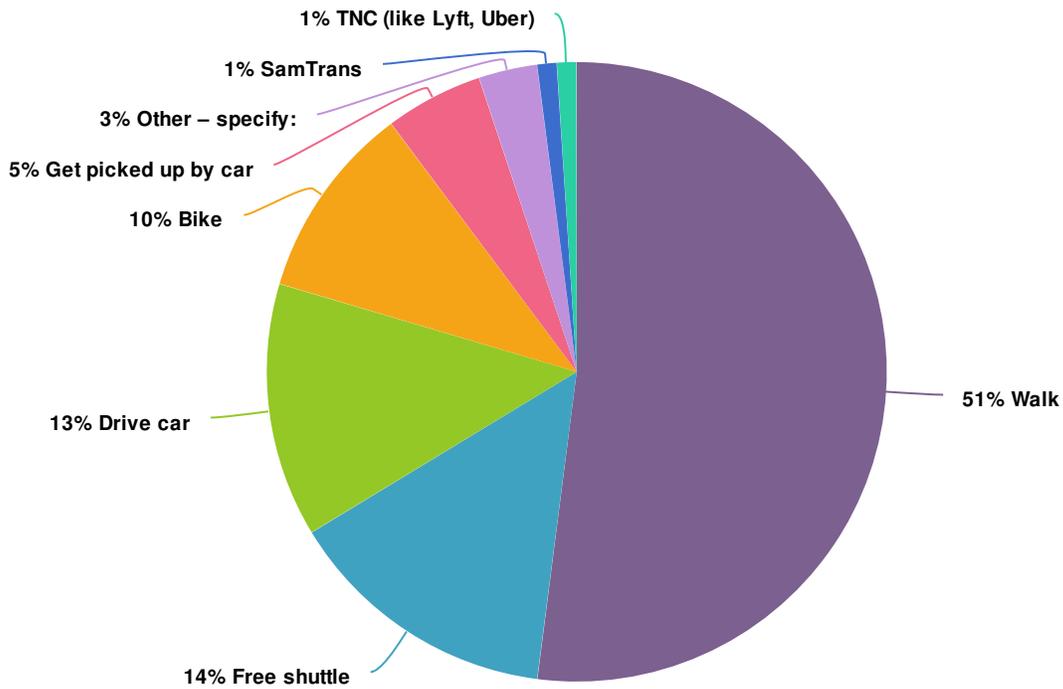
Totals: 1,000

Other - specify:	Count
Scooter	6
Totals	42

Other – specify:	Count
BART	3
Bus	2
Light Rail	2
scooter	2
AC Transit	1
AC Transit - Line M	1
BART (from 16th Street Station to Millbrea)	1
Bike half the time, run half the time	1
Bike or car	1
Bike, Free Shuttle or Walk.	1
Bike, Public Transit, and/or walk	1
Bus (San Francisco)	1
Drive my car to San Jose Diridon, then take the train to Hillsdale	1
Drive to local neighborhood, park, walk from there	1
Electric Scooter	1
Electric scooter	1
I travel to Hillsdale from San Jose	1
Local AC Transit bus route	1
Morning commute - I come via train from Morgan Hill to Hillsdale then catch a shuttle to my offices at Shutterfly	1
Muni	1
Scooter	1
Scooter (not electric)	1
Totals	42

Other – specify:	Count
Shuttle provided by company Visa Inc	1
Take the AC transit M bus	1
This question makes no sense. I take BART to Millbrae and then Caltrain to Hillsdale	1
VTA Bus - 81 Moffett/Ames Ctr	1
Vespa scooter	1
board train in san jose dirodon station.	1
combination of "walk, drive, and get dropped off by car"	1
escooter	1
personal electric scooter	1
Totals	42

3. When you get off the train at Hillsdale Station, how do you typically get to your final destination? (your selection should represent the longest part of your trip by distance)



Value	Percent	Responses
Walk	51%	513
Free shuttle	14%	142
Drive car	13%	126
Bike	10%	105
Get picked up by car	5%	55
Other - specify:	3%	35
SamTrans	1%	14
TNC (like Lyft, Uber)	1%	11

Totals: 1,001

Other – specify:	Count
-------------------------	--------------

BART	4
------	---

Scooter	4
---------	---

Bus	2
-----	---

Electric scooter	2
------------------	---

MUNI	2
------	---

Muni	2
------	---

VTA	2
-----	---

scooter	2
---------	---

AC Transit - Line M	1
---------------------	---

AC transit M bus	1
------------------	---

Bike half the time, run half the time	1
---------------------------------------	---

Bike, Free Shuttle or Walk.	1
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Bike, Public Transit, and/or walk	1
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Bus (VTA)	1
-----------	---

Electric Scooter	1
------------------	---

MUNI OR WALK	1
--------------	---

Public Bus	1
------------	---

Scooter	1
---------	---

Scooter (not electric)	1
------------------------	---

Shuttle provided by Company (Visa Inc)	1
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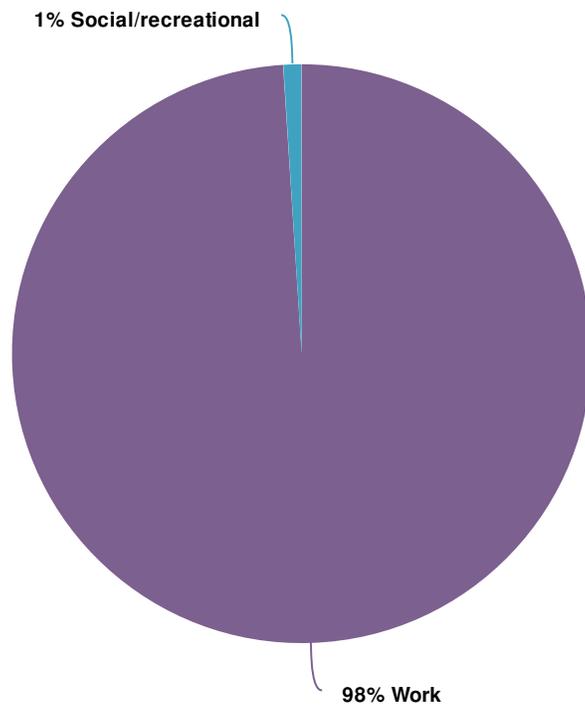
combination of "walk, drive, and get dropped off by car"	1
--	---

escooter	1
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personal electric scooter	1
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Totals	35
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4. What is the main purpose of your trip when riding Caltrain to and from Hillsdale station?

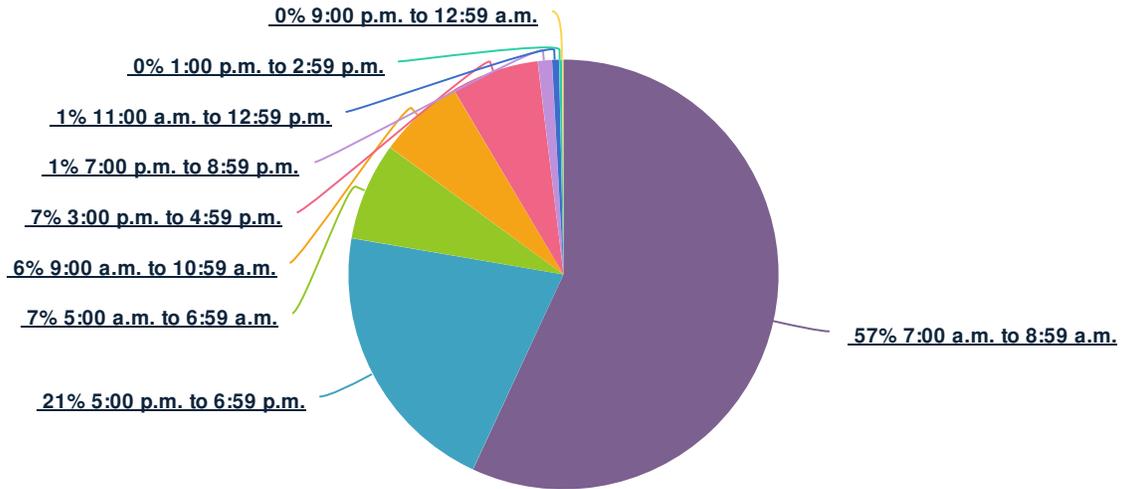


Value	Percent	Responses
Work	98%	980
Social/recreational	1%	8
Going home	0%	5
School	0%	4
Other - specify:	0%	3
Shopping	0%	2

Totals: 1,002

Other - specify:	Count
Giants games	1
Going to work and going home	1
Therapy	1
Totals	3

5. Thinking about your typical trip when boarding the train at Hillsdale Station.



Response	Total Responses	Percent
7:00 a.m. to 8:59 a.m. — 324 (8:24 a.m.)	66	7%
7:00 a.m. to 8:59 a.m. — 217 (7:54 a.m.)	63	6%
7:00 a.m. to 8:59 a.m. — 313 (7:24 a.m.)	61	6%
7:00 a.m. to 8:59 a.m. — 225 (8:35 a.m.)	59	6%
7:00 a.m. to 8:59 a.m. — 323 (8:25 a.m.)	56	6%
7:00 a.m. to 8:59 a.m. — 227 (8:59 a.m.)	39	4%
7:00 a.m. to 8:59 a.m. — 218 (7:54 a.m.)	38	4%
5:00 p.m. to 6:59 p.m. — 267 (5:11 p.m.)	37	4%

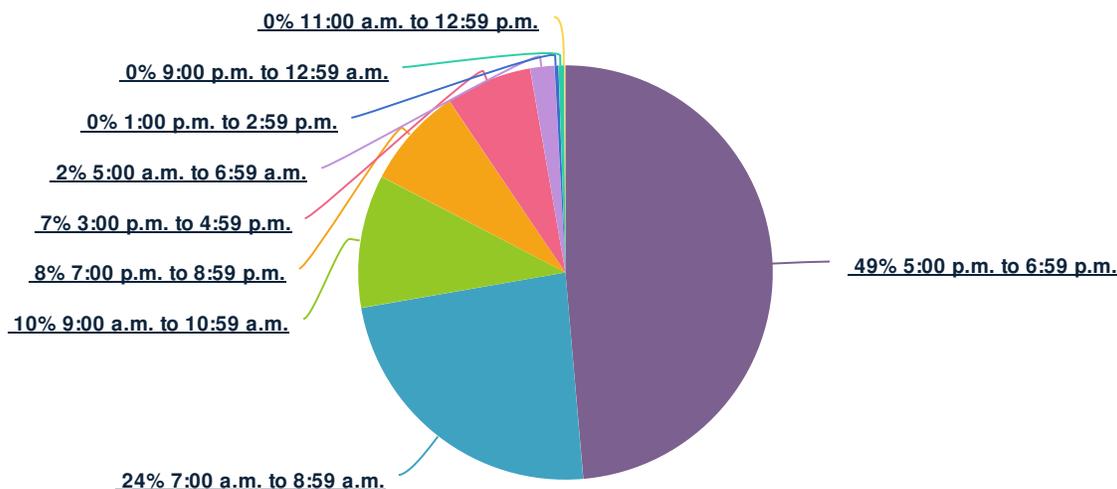
Response	Total Responses	Percent
7:00 a.m. to 8:59 a.m. — 215 (7:35 a.m.)	33	3%
7:00 a.m. to 8:59 a.m. — 314 (7:24 a.m.)	29	3%
5:00 p.m. to 6:59 p.m. — 264 (5:15 p.m.)	28	3%
5:00 a.m. to 6:59 a.m. — 207 (6:54 a.m.)	27	3%
5:00 p.m. to 6:59 p.m. — 370 (5:43 p.m.)	24	2%
5:00 p.m. to 6:59 p.m. — 371 (5:20 p.m.)	24	2%
7:00 a.m. to 8:59 a.m. — 216 (7:35 a.m.)	24	2%
7:00 a.m. to 8:59 a.m.	21	2%
9:00 a.m. to 10:59 a.m. — 233 (9:35 a.m.)	20	2%
7:00 a.m. to 8:59 a.m. — 211 (7:11 a.m.)	18	2%
7:00 a.m. to 8:59 a.m. — 226 (8:35 a.m.)	18	2%
5:00 p.m. to 6:59 p.m. — 277 (6:11 p.m.)	17	2%
7:00 a.m. to 8:59 a.m. — 228 (8:54 a.m.)	17	2%
3:00 p.m. to 4:59 p.m. — 360 (4:36 p.m.)	16	2%
5:00 p.m. to 6:59 p.m. — 381 (6:20 p.m.)	16	2%
5:00 p.m. to 6:59 p.m. — 274 (6:15 p.m.)	15	2%

Response	Total Responses	Percent
3:00 p.m. to 4:59 p.m. — 263 (4:51 p.m.)	14	1%
5:00 a.m. to 6:59 a.m. — 305 (6:19 a.m.)	14	1%
3:00 p.m. to 4:59 p.m. — 262 (4:52 p.m.)	13	1%
7:00 a.m. to 8:59 a.m. — 221 (8:14 a.m.)	13	1%
9:00 a.m. to 10:59 a.m. — 232 (9:13 a.m.)	12	1%
5:00 a.m. to 6:59 a.m. — 206 (6:34 a.m.)	11	1%
9:00 a.m. to 10:59 a.m. — 231 (9:09 a.m.)	11	1%
5:00 p.m. to 6:59 p.m.	10	1%
5:00 p.m. to 6:59 p.m. — 268 (5:25 p.m.)	10	1%
5:00 a.m. to 6:59 a.m. — 208 (6:54 a.m.)	9	1%
3:00 p.m. to 4:59 p.m.	8	1%
3:00 p.m. to 4:59 p.m. — 159 (4:10 p.m.)	8	1%
5:00 p.m. to 6:59 p.m. — 273 (5:49 p.m.)	7	1%
9:00 a.m. to 10:59 a.m. — 134 (9:39 a.m.)	7	1%
5:00 p.m. to 6:59 p.m. — 380 (6:44 p.m.)	6	1%
5:00 p.m. to 6:59 p.m. — 272 (5:52 p.m.)	5	1%

Response	Total Responses	Percent
9:00 a.m. to 10:59 a.m. — 135 (10:08 a.m.)	5	1%
3:00 p.m. to 4:59 p.m. — 156 (3:42 p.m.)	4	0%
5:00 a.m. to 6:59 a.m.	4	0%
5:00 p.m. to 6:59 p.m. — 283 (6:49 p.m.)	4	0%
7:00 p.m. to 8:59 p.m. — 287 (7:17 p.m.)	4	0%
11:00 a.m. to 12:59 p.m. — 139 (11:06 a.m.)	3	0%
3:00 p.m. to 4:59 p.m. — 258 (4:06 p.m.)	3	0%
5:00 a.m. to 6:59 a.m. — 103 (5:56 a.m.)	3	0%
9:00 a.m. to 10:59 a.m.	3	0%
11:00 a.m. to 12:59 p.m. — 142 (11:39 a.m.)	2	0%
3:00 p.m. to 4:59 p.m. — 155 (3:06 p.m.)	2	0%
5:00 a.m. to 6:59 a.m. — 102 (5:32 a.m.)	2	0%
5:00 a.m. to 6:59 a.m. — 104 (6:03 a.m.)	2	0%
7:00 p.m. to 8:59 p.m. — 284 (7:15 p.m.)	2	0%
9:00 a.m. to 10:59 a.m. — 236 (10:13 a.m.)	2	0%

Response	Total Responses	Percent
9:00 a.m. to 10:59 a.m. — 237 (10:44 a.m.)	2	0%
1:00 p.m. to 2:59 p.m. — 150 (1:39 p.m.)	1	0%
1:00 p.m. to 2:59 p.m. — 152 (2:39 p.m.)	1	0%
3:00 p.m. to 4:59 p.m. — 254 (3:13 p.m.)	1	0%
3:00 p.m. to 4:59 p.m. — 257 (3:16 p.m.)	1	0%
5:00 a.m. to 6:59 a.m. — 101 (5:22 a.m.)	1	0%
5:00 p.m. to 6:59 p.m. — 278 (6:25 p.m.)	1	0%
5:00 p.m. to 6:59 p.m. — 282 (6:52 p.m.)	1	0%
7:00 p.m. to 8:59 p.m. — 190 (8:11 p.m.)	1	0%
7:00 p.m. to 8:59 p.m. — 191 (8:00 p.m.)	1	0%
7:00 p.m. to 8:59 p.m. — 288 (7:25 p.m.)	1	0%
7:00 p.m. to 8:59 p.m. — 289 (7:31 p.m.)	1	0%
9:00 a.m. to 10:59 a.m. — 138 (10:39 a.m.)	1	0%
9:00 p.m. to 12:59 a.m. — 196 (11:11 p.m.)	1	0%

6. Thinking about your typical trip when getting off the train at Hillsdale Station.



Response	Total Responses	Percent
5:00 p.m. to 6:59 p.m. — 272 (5:52 p.m.)	58	6%
5:00 p.m. to 6:59 p.m. — 370 (5:43 p.m.)	54	5%
5:00 p.m. to 6:59 p.m. — 268 (5:25 p.m.)	51	5%
5:00 p.m. to 6:59 p.m. — 278 (6:25 p.m.)	50	5%
7:00 a.m. to 8:59 a.m. — 324 (8:24 a.m.)	50	5%
5:00 p.m. to 6:59 p.m. — 277 (6:11 p.m.)	39	4%
5:00 p.m. to 6:59 p.m. — 371 (5:20 p.m.)	37	4%
7:00 a.m. to 8:59 a.m. — 323 (8:25 a.m.)	34	3%

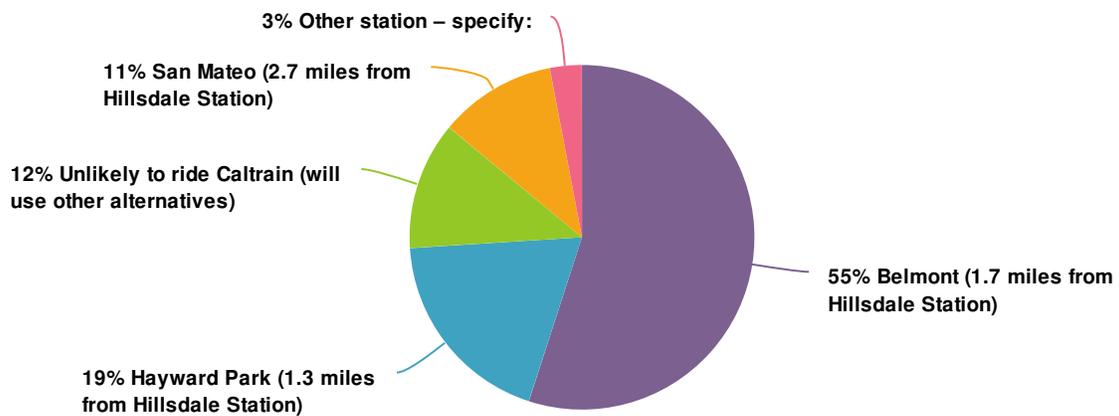
Response	Total Responses	Percent
5:00 p.m. to 6:59 p.m. — 267 (5:11 p.m.)	32	3%
5:00 p.m. to 6:59 p.m. — 380 (6:44 p.m.)	32	3%
9:00 a.m. to 10:59 a.m. — 231 (9:09 a.m.)	30	3%
5:00 p.m. to 6:59 p.m. — 273 (5:49 p.m.)	28	3%
5:00 p.m. to 6:59 p.m. — 264 (5:15 p.m.)	26	3%
7:00 p.m. to 8:59 p.m. — 288 (7:25 p.m.)	26	3%
9:00 a.m. to 10:59 a.m. — 232 (9:13 a.m.)	26	3%
3:00 p.m. to 4:59 p.m. — 360 (4:36 p.m.)	20	2%
5:00 p.m. to 6:59 p.m. — 274 (6:15 p.m.)	20	2%
7:00 a.m. to 8:59 a.m. — 313 (7:24 a.m.)	19	2%
7:00 a.m. to 8:59 a.m. — 314 (7:24 a.m.)	19	2%
7:00 p.m. to 8:59 p.m. — 287 (7:17 p.m.)	18	2%
5:00 p.m. to 6:59 p.m. — 381 (6:20 p.m.)	17	2%
7:00 a.m. to 8:59 a.m. — 227 (8:59 a.m.)	17	2%
9:00 a.m. to 10:59 a.m. — 233 (9:35 a.m.)	17	2%
3:00 p.m. to 4:59 p.m. — 262 (4:52 p.m.)	15	2%

Response	Total Responses	Percent
7:00 a.m. to 8:59 a.m. — 217 (7:54 a.m.)	15	2%
7:00 p.m. to 8:59 p.m. — 284 (7:15 p.m.)	15	2%
3:00 p.m. to 4:59 p.m. — 263 (4:51 p.m.)	13	1%
5:00 p.m. to 6:59 p.m.	11	1%
5:00 p.m. to 6:59 p.m. — 282 (6:52 p.m.)	11	1%
7:00 a.m. to 8:59 a.m. — 218 (7:54 a.m.)	11	1%
7:00 a.m. to 8:59 a.m. — 221 (8:14 a.m.)	11	1%
7:00 a.m. to 8:59 a.m. — 215 (7:35 a.m.)	10	1%
7:00 a.m. to 8:59 a.m. — 225 (8:35 a.m.)	10	1%
7:00 a.m. to 8:59 a.m.	9	1%
7:00 a.m. to 8:59 a.m. — 226 (8:35 a.m.)	9	1%
9:00 a.m. to 10:59 a.m. — 236 (10:13 a.m.)	9	1%
5:00 p.m. to 6:59 p.m. — 283 (6:49 p.m.)	8	1%
7:00 a.m. to 8:59 a.m. — 216 (7:35 a.m.)	8	1%
7:00 a.m. to 8:59 a.m. — 228 (8:54 a.m.)	8	1%
9:00 a.m. to 10:59 a.m. — 134 (9:39 a.m.)	7	1%

Response	Total Responses	Percent
3:00 p.m. to 4:59 p.m. — 159 (4:10 p.m.)	6	1%
5:00 a.m. to 6:59 a.m. — 207 (6:54 a.m.)	6	1%
9:00 a.m. to 10:59 a.m.	6	1%
5:00 a.m. to 6:59 a.m. — 305 (6:19 a.m.)	5	1%
7:00 p.m. to 8:59 p.m. — 190 (8:11 p.m.)	5	1%
7:00 p.m. to 8:59 p.m. — 289 (7:31 p.m.)	5	1%
9:00 a.m. to 10:59 a.m. — 135 (10:08 a.m.)	5	1%
3:00 p.m. to 4:59 p.m. — 258 (4:06 p.m.)	4	0%
7:00 a.m. to 8:59 a.m. — 211 (7:11 a.m.)	4	0%
3:00 p.m. to 4:59 p.m.	3	0%
3:00 p.m. to 4:59 p.m. — 156 (3:42 p.m.)	3	0%
7:00 p.m. to 8:59 p.m. — 191 (8:00 p.m.)	3	0%
7:00 p.m. to 8:59 p.m. — 193 (8:38 p.m.)	3	0%
9:00 a.m. to 10:59 a.m. — 237 (10:44 a.m.)	3	0%
1:00 p.m. to 2:59 p.m. — 150 (1:39 p.m.)	2	0%

Response	Total Responses	Percent
3:00 p.m. to 4:59 p.m. — 257 (3:16 p.m.)	2	0%
5:00 a.m. to 6:59 a.m. — 104 (6:03 a.m.)	2	0%
5:00 a.m. to 6:59 a.m. — 206 (6:34 a.m.)	2	0%
5:00 a.m. to 6:59 a.m. — 208 (6:54 a.m.)	2	0%
9:00 a.m. to 10:59 a.m. — 138 (10:39 a.m.)	2	0%
9:00 p.m. to 12:59 a.m. — 192 (9:11 p.m.)	2	0%
11:00 a.m. to 12:59 p.m.	1	0%
11:00 a.m. to 12:59 p.m. — 146 (12:39 p.m.)	1	0%
1:00 p.m. to 2:59 p.m. — 147 (1:06 p.m.)	1	0%
3:00 p.m. to 4:59 p.m. — 155 (3:06 p.m.)	1	0%
5:00 a.m. to 6:59 a.m.	1	0%
5:00 a.m. to 6:59 a.m. — 102 (5:32 a.m.)	1	0%
7:00 p.m. to 8:59 p.m.	1	0%
9:00 p.m. to 12:59 a.m. — 196 (11:11 p.m.)	1	0%
9:00 p.m. to 12:59 a.m. — 198 (12:47 a.m.)	1	0%

7. Which Caltrain station are you most likely to use during the Hillsdale Station closure?

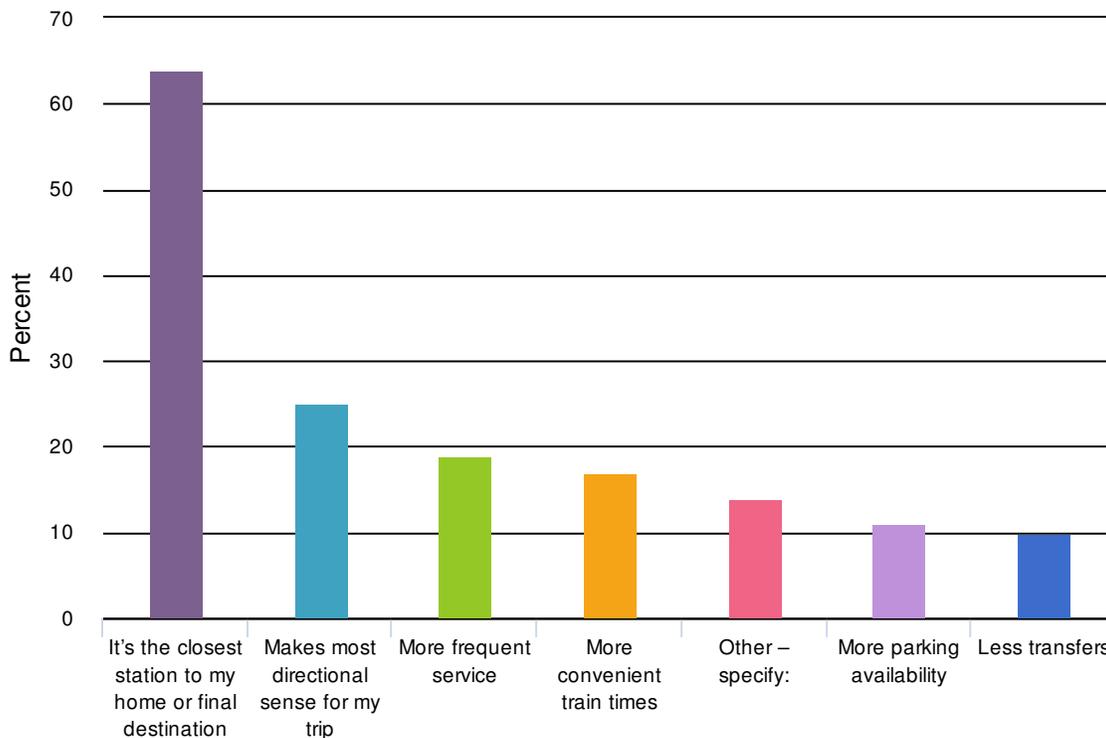


Value	Percent	Responses
Belmont (1.7 miles from Hillsdale Station)	55%	537
Hayward Park (1.3 miles from Hillsdale Station)	19%	190
Unlikely to ride Caltrain (will use other alternatives)	12%	115
San Mateo (2.7 miles from Hillsdale Station)	11%	112
Other station - specify:	3%	29

Totals: 983

Other station – specify:	Count
San Carlos	4
Millbrae	3
Burlingame	2
Milbrae	2
Depends on company shuttle	1
I don't know yet	1
I go to Sunnyvale and SF . Office in both locations so u need to provide that input option	1
I'd like to suggest an alternate station be built	1
Mainly Belmont but will do Hayward Park if option is available	1
Millbrae	1
Millsbrea	1
Not sure, wherever my company sends the shuttle	1
Please build a temporary station!!!	1
Please consider reopening the old hillsdale platform south of the current one instead of having us use other neighboring stations.	1
TBD	1
TEMPORARY HILLSDALE	1
The temporary Hillsdale Station	1
UNKNOWN	1
Unsure. All options are inconvenient due parking and fees. Will depend on schedule	1
Wherever the shuttle for work will be	1
depends on shuttle	1
millbrae	1
Totals	29

8. What informed your decision to select this station (station selected in Q7)? (select all that apply)



Value	Percent	Responses
It's the closest station to my home or final destination	64%	556
Makes most directional sense for my trip	25%	219
More frequent service	19%	167
More convenient train times	17%	148
Other - specify:	14%	123
More parking availability	11%	92
Less transfers	10%	84

Other - specify:	Count
Free SamTrans bus service	2
Shuttle	2
Totals	122

Other – specify:	Count
A bus is provided. Would prefer if there was a bus available to Hayward Park or San Mateo because I am going Northbound.	1
Actually, I will probably not be able to take Caltrain since shuttle may not be reliable and will take longer which is inconvenient for school pickup in afternoon, but Belmont if I do take it	1
All Hillsdale stops will become scheduled stops at Belmont Station.	1
As long as 217 will make special stop @ Belmont, ECR is available to get me off @ 39th Ave & El Camino & walk up to SMMC. If not, I have to get off @ RWC (as normally 217 does not stop @ Belmont) & take ECR from there which a longer commute.	1
Available shuttles	1
BECAUSE CALTRAIN IS OFFERING FREE SAMTRAINS RIDE FROM BELMONT TO HILLSDALE, OTHERWISE I WOULD HAVE PICK HAYWARD	1
Bayshore tech park shuttle runs here	1
Because of the shuttles that you mentioned would be scheduled to run between Hillsdale and Belmont to replace the suspended Hillsdale service	1
Because we have shuttles	1
Because you set up the bus bridge from Belmont instead of from Hayward Park station (grrr!!)	1
Because you're telling us in your note about that Belmont is the stop that free buses will run from to get us to the shuttles at Hillsdale.	1
Belmont involves dealing with El Camino traffic during peak hour	1
Belmont was also the only planned alternative provided, so answers may skew in this direction	1
Biking is easier than Belmont	1
Building a temporary Hillsdale Station makes the most sense	1
Bus service	1
Close to son's preschool	1
Closest to my children's school	1
Commute.Org shuttle may go there.	1
Company shuttle	1
Totals	122

Other – specify:	Count
Could have selected other train stations if free shuttle service was available there also.	1
Don't have access to a car so I have to take the train and be MAJORLY inconvenienced by this. Keep the station open you're making a new one farther away so why close it at all? You haven't made any true justification for closing it in any of your press releases.	1
Don't have much of a choice - Belmont will have the Hillsdale schedule making Hayward Park less of an option	1
Don't know how this will work out for me	1
Failing to build a temporary station will be a traffic nightmare for all who commute to Hillsdale!	1
Fast	1
Faster	1
Free Bus as indicated on this survey	1
Free SamTrans bus service from Hillsdale to Belmont	1
Free SamTrans bus service seems likely best for me, though it will add 20-30 min. to my commute. I'll have to test alternatives (e.g. for me AC Transit from Hayward).	1
Free SamTrans bus service, running every 15 minutes between Belmont and Hillsdale Stations.	1
Free bus service from Hillsdale to Belmont	1
Free bus service.	1
Free shuttle	1
Free shuttle from Hillsdale to Belmont (no shuttle to San Mateo)	1
Free shuttle. Hayward Park is closer	1
Free shuttles	1
Free shuttles to the station from the Hillsdale station	1
HEAVY southbound traffic on 101 South	1
Hayward Park would be easier bike, but is poorly lit and feels unsafe for my early/late (dark) hours	1
Totals	122

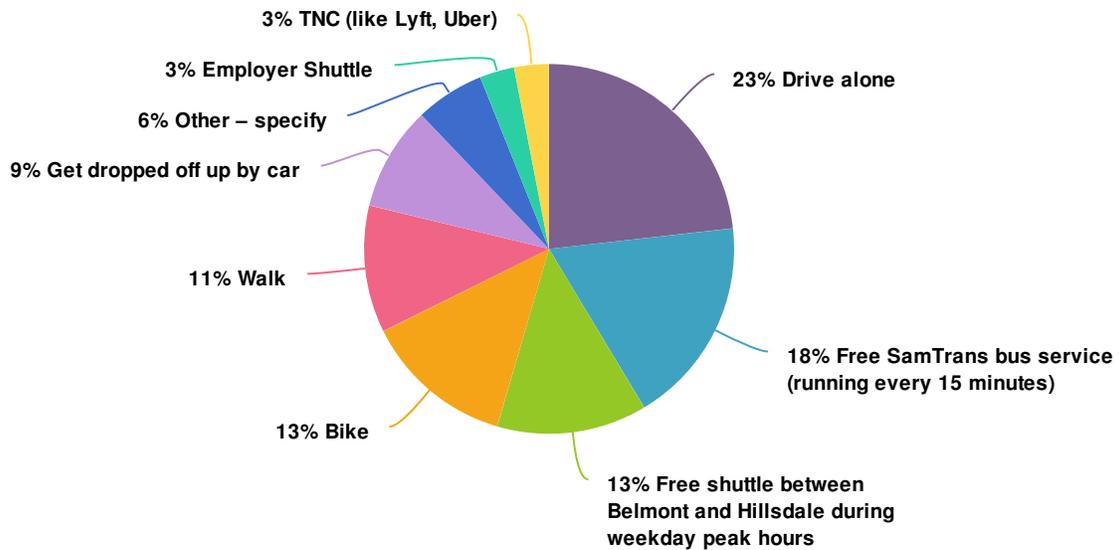
Other – specify:	Count
Hayward Park would be the closest but service availability is low	1
Hayward park station is closer to my place than Belmont station. Belmont station would be very inconvenient for my daily commute to work, and for my other activities during weekends. If more frequent stops could be added at Hayward Park station during the morning (7-8am) and evening (4-5pm) commute hours, that would be great.	1
Hopefully leave my car for office use only in the neighborhood overnight. Will drive if that doesn't work.	1
I am so confused with this closure. Seriously.	1
I am told there will be a shuttle in the interim from Belmont to Hillsdale.	1
I can walk there from home	1
I don't have any other reasonable choice	1
I have no other choice, you assholes.	1
I haven't made my option yet	1
I really don't have another option unless I want to be stuck taking the local train that only goes to my destination hourly	1
I sometimes head north for work but most days south. In case I head north, If train schedules are favorable, I'd use Hayward Park	1
I walk to the Hillsdale station now so I have to take the shuttle that is taking me to Belmont	1
I was told all trains stopping at Hillsdale will move to Belmont.	1
I was told this was the station that would be used as a bullet during the closure	1
I will be taking whichever station the commute.org shuttles move to. From what you write, that's likely to be Belmont station.	1
I will try to take the bus shuttle and see how it works. If it doesn't work I will likely end up driving to work	1
I would have picked Hayward Park Station since it's closer to Hillsdale but only local trains make stop there and train ride time would be too long. If the Hillsdale stop would have been made at Hayward Park during the closure, I would use Hayward Park.	1
I would pick this one more readily if it had places to sit and was nicer. Now I'll take it because it's my only option	1
Totals	122

Other – specify:	Count
I'm confused about the bus service. It's only south-bound?	1
If there was a free bus service between the Hayward Park and Hillsdale stations, I would rather stop at Hayward Park as it is closer to my destination but that doesn't seem to be an option...	1
It's likely most similar in schedule and service to my current use of Hillsdale Station	1
It's on my way to Hillsdale; I don't use Belmont typically because the Hillsdale times are better and trains are faster/less crowded	1
It's where the free SamTrans bus service would be provided.	1
Less car traffic during commute hours than Belmont. split Hillsdale schedule between Belmont & Hayward Park	1
Mentioned there is a shuttle	1
More bike-friendly.	1
More express train options	1
More likely to make another stop on the way home from the train downtown.	1
More shuttles	1
More surrounding amenities and services by the station	1
My wifes way to work	1
NOT ENOUGH INFORMATION YET ON WHAT WILL BE FASTER. THERE SHOULD BE TIMED SHUTTLES NOT 15 MIN WAIT + 15 MIN RIDE	1
Need free shuttle (Lincoln Center and Mariner's Island) to get to work. So if the shuttles will be going to Belmont, then that's where I will be.	1
Needed existing hillsdale shuttle service to start from San Mateo	1
No other choice	1
No shuttle bus provided at Hayward Park station; Looks like Belmont station is the detour	1
Not sure, I have to figure it out	1
Only provided option	1
Totals	122

Other – specify:	Count
Only station that offers a bus service to Hillsdale station	1
Ouse Hillsdale only because there are so few stops at Hayward park station. More stops at Hayward park would be better	1
Ralston is a good Alternative to Hillsdale Blvd to reach my home	1
SHUTTLE SERVICE WILL BE TOO SLOW AND NOT ENOUGH CAPACITY	1
Safest bike access	1
SamTrans bus	1
Shuttle bus service Caltrain will offer	1
Shuttle service	1
Shuttle service available	1
Shuttle service to Hillsdale Station.	1
Shuttle stops here	1
So no shuttle service will be provided to my office? That sucks!	1
Still undecided, but being able to stay off the 101 once off the train is a big factor (can take city streets to final destination).	1
That's where the train would stop during the closure, don't have much of a choice	1
That's where you're "making" me go due to the shuttle and bullet schedule service.	1
The bus service available	1
The free bus shuttle service you will provide	1
There is no way we are going south only to come back north. You should make the shuttle go to San Mateo, not Belmont...obviously	1
Traffic between Belmont and home is terrible.	1
Traffic is not as bad as going to hayward park.	1
We're moving, in part due to the closure, to Downtown San Mateo	1
Totals	122

Other – specify:	Count
Wherever my company sends the shuttle	1
Will probably use Belmont in the morning due to time, San Mateo is too late for my morning commute, Belmont or San Mateo at night because my options are open	1
are you going to increase the number of trains that stop at Hayward Park during this disruption?	1
baby bullet stop	1
because all Hillsdale stops will become Belmont stops	1
because of the SamTrans bus service.	1
because that's the one you're shuttling us to	1
better bike route	1
bus service to the Hillsdale Station	1
free bus service from hillsdale	1
free bus service to Hillsdale station. I can walk to work from there.	1
if our shuttle goes there, I will go there	1
less traffic than driving to San Mateo station	1
still need to figure this out as my company picks up the employees from hillsdale.	1
the free bus service	1
the shuttle	1
there's no other option.	1
why cant you do what they have done at South SF station and just have a small part of station open for people to get on and off at? Like getting in and out of 1st car, it is a major work interruption to have to go to another station, why is it necessary to close the whole station????	1
would rather use hayward park but so many fewer train trips	1
Totals	122

9. How will you get to this station (station selected in Q7), prior to boarding the train, during the closure? (your selection should represent the longest part of your trip by distance)



Value	Percent	Responses
Drive alone	23%	196
Free SamTrans bus service (running every 15 minutes)	18%	155
Free shuttle between Belmont and Hillsdale during weekday peak hours	13%	115
Bike	13%	113
Walk	11%	99
Get dropped off up by car	9%	81
Other - specify	6%	56
Employer Shuttle	3%	27
TNC (like Lyft, Uber)	3%	22

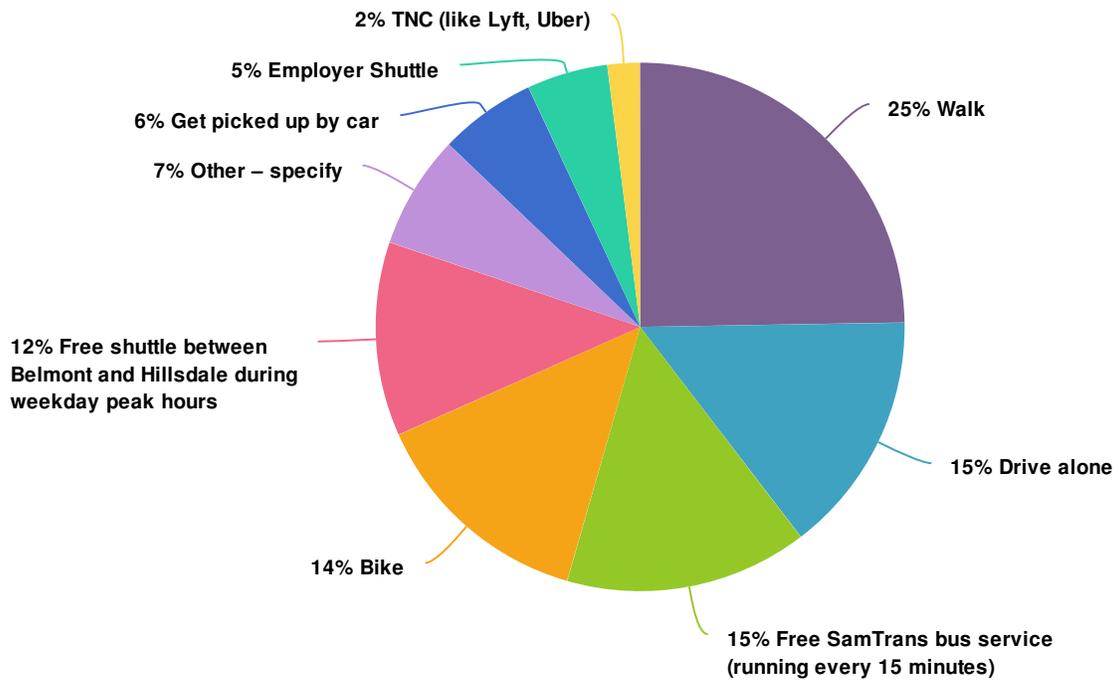
Totals: 864

Other – specify	Count
Scooter	3
Commuter.org shuttle	2
Unsure	2
escooter	2
Assume that Commuter.org shuttles currently serving Hillsdale station will shift to Belmont, or at least the Bayshore Tech shuttle will.	1
Bike half the time, run half the time	1
Bike, Walk, or hopefully commuter.org will change the routes.	1
Carpool - waze or scooter	1
Combination of "Free SamTrans bus, Get dropped off by car, and Drive alone"	1
Commuter.org assuming routes moved	1
DON'T KNOW	1
Don't Know	1
Drive/Uber since shuttles are not available in the morning	1
Employer shuttle if it's going to stop there?	1
Free shuttle between Hillsdale and Hayward Park stations	1
Free shuttle by Caltrain at San Mateo station	1
Hope Company will change shuttle service to Belmont	1
I arrive there by train. I need to catch the shuttle from the station to my office	1
I commute from the Redwood City Station to Hillsdale. So now I will be stopping at Belmont to take the free shuttle to the Hillsdale Station.	1
I don't know yet	1
I don't know. I'll have to figure out	1
I don't know. Your provided option is not adequate.	1
Totals	56

Other – specify	Count
I don't yet know. Your provided option sucks.	1
I dont know, I will have to figure it out	1
I have no clue. This is going to add another hour to my commute likely	1
I have no idea yet, because I don't know how the shuttles to and from my workplace are going to alter their scheduling or route.	1
I have no idea. We only have one car that my wife requires and I'm guessing the free shuttle will add an additional 30 min (each way) to my commute.	1
I will not be able to use the Hillsdale station during the closure as the shuttle service takes way to long	1
I will walk to the temporary Hillsdale Station that caltrain is going to build	1
I'll drive to a different station	1
I'm not too sure yet	1
Morning will be train from Morgan Hill. Evening will have to be Shuttle drop off at Belmont	1
No fucking idea	1
No idea.	1
Not sure if worried about it	1
Not sure yet	1
Not sure yet, as it may be too far to walk and also area is less safe	1
Not sure yet.	1
Not sure yet. Walk or drive. Depends on parking.	1
Samtrans busline	1
Scooter	1
Undecided	1
depends on shuttle	1
Totals	56

Other – specify	Count
don't know yet	1
drive with another person. not that I want to drive...	1
have no idea. can't walk too far. you all plan to have more shuttle buses at more times, right? currently there's only one shuttle at a SPECIFIC time.	1
personal electric scooter	1
soocter	1
take the free San Mateo shuttle (not sure how this closure is going to affect the shuttle route)	1
unsure as this will be a major interruption to getting to and from work	1
vespa scooter	1
Totals	56

10. How will you get to your final destination, after exiting the train, during the closure? (your selection should represent the longest part of your trip by distance)



Value	Percent	Responses
Walk	25%	212
Drive alone	15%	130
Free SamTrans bus service (running every 15 minutes)	15%	127
Bike	14%	120
Free shuttle between Belmont and Hillsdale during weekday peak hours	12%	103
Other - specify	7%	60
Get picked up by car	6%	48
Employer Shuttle	5%	42
TNC (like Lyft, Uber)	2%	21

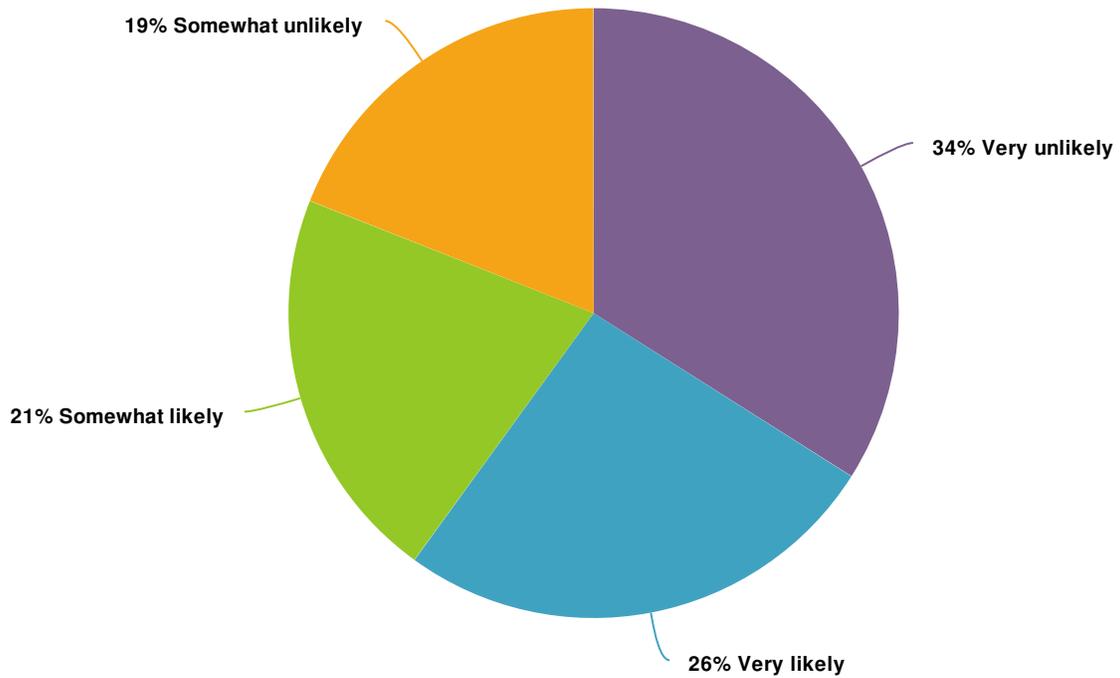
Totals: 863

Other – specify	Count
Scooter	5
Not sure yet	3
Muni	2
Unsure	2
scooter	2
AC Transit - Line M	1
Assume that Commut.org shuttles currently serving Hillsdale station will shift to Belmont, or at least the Bayshore Tech shuttle will.	1
Assuming free shuttles from Hillsdale Station will still leave Hillsdale Station.	1
Bart	1
Bike half the time, run half the time	1
Bike or Public Transit (in SF)	1
Bus (VTA)	1
Commuter.org shuttle	1
Don't Know	1
Don't know yet	1
Drive or walk	1
Ford GoBike	1
Free Caltrain shuttle at San Mateo station	1
Hopefully Company changes shuttle service from Hillsdale to Belmont	1
I DON' TKNOW YET , MAYBE SHUTTLE	1
I don't know, you put me in a big jeopardy, I come from San Jose to Hillsdale everyday to work, now you give me other service and get me to the office	1
I don't know. Your provided option is not adequate.	1
Totals	58

Other – specify	Count
I don't yet know. Your provided option sucks.	1
I dont know	1
I have no idea yet, because I don't know how the shuttles to and from my workplace are going to alter their scheduling or route.	1
I have no idea. This will likely add another hour to my commute	1
I want to try both stations, the shuttle or getting picked before I make a decision which station is better for me	1
I will walk from the temporary Hillsdale Station that caltrain is going to build to my final destination	1
I'm not sure - bus sounds very inconvenient	1
I'm not too sure yet	1
Kick scooter	1
MUNI	1
MV TMA MVgo free shuttle	1
My truck is parked at Diridon station San Jose	1
NO IDEA	1
No idea	1
Not sure	1
Not sure. I currently take the CAM shuttle.	1
Public Bus	1
Scooter	1
Standard Samtrans bus line	1
Unsure - walk or take Uber from Hayward Park	1
depends on shuttle	1
Totals	58

Other – specify	Count
don't know yet	1
escooter	1
have no idea. can't walk too far and dark during winter. you all plan to have more shuttle buses at more frequent times, right? currently there's only one shuttle at a SPECIFIC time.	1
personal electric scooter	1
tbd	1
unsure	1
Totals	58

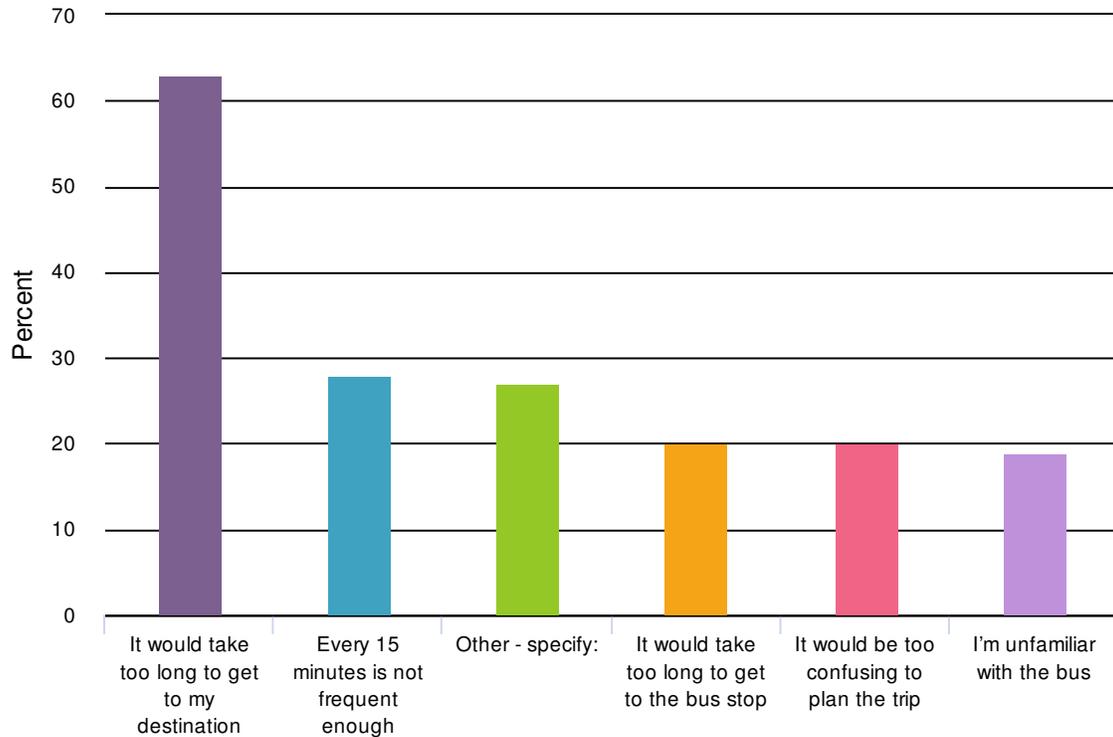
11. During the closure, how likely are you to ride SamTans bus service? (the bus will be free to ride and will run every 15 minutes to and from Hillsdale Station)



Value	Percent	Responses
Very unlikely	34%	296
Very likely	26%	221
Somewhat likely	21%	182
Somewhat unlikely	19%	165

Totals: 864

12. You indicated that you are unlikely to ride SamTrans bus service during the closure, please tell us why. (select all that apply)



Value	Percent	Responses
It would take too long to get to my destination	63%	289
Every 15 minutes is not frequent enough	28%	128
Other - specify:	27%	123
It would take too long to get to the bus stop	20%	94
It would be too confusing to plan the trip	20%	92
I'm unfamiliar with the bus	19%	88

Other - specify:	Count
I have a bike	2
Additionally, dealing with bikes on the bus is awkward.	1
Adds unnecessary extra point of failure and timesink.	1
Totals	122

Other - specify:	Count
Again, from where I'm staying in San Mateo (which is ~25 min walk from either Hillsdale or Hayward park stations) Belmont station is too far. It'll be too many transit changes to get to work every day.	1
BELMONT IS BETTER	1
Because I'll get dropped off / picked up by car.	1
Belmont Station is within walking distance to my home. I prefer Belmont Station with Express Train.	1
Belmont is anyway closer	1
Belmont is my preferred station. If you asked me and only me, I'd say make the change permanent! (Wishful thinking, I know...)	1
Belmont station is close to where I live	1
Belmont station is closer to my home	1
Belmont station is closer to where I live	1
Belmont station is within walking distance of home	1
Bike	1
Bike makes the bus unnecessary	1
Bike ride time from home to Belmont is almost the same as to Hillsdale.	1
Biking will be about the same time	1
Bus takes forever and has too many stops and hits every red light	1
DO NOT THINK ENOUGH CAPACITY/OVER CROWDED AND TOO SLOW	1
Depends on parking situation at Hillsdale	1
Destination close enough to Belmont station by walking	1
Difficult to bring a bike	1
Do you think 4 different transports are good for going to work everyday you fucking imbecile	1
Don't have work during that time	1
Totals	122

Other - specify:	Count
Don't like buses.	1
Don't trust reliability, plus I'd already be paying for BART (to Millbrae) and Caltrain	1
Don't want to take another mode of transportation to get to work	1
Easier for me to drive to Belmont directly versus double and back for the bus	1
Extremely concerned about the buses being overcrowded. So many people take the train. It's going to take numerous buses to accommodate that.	1
GETTING TRAIN AT BELMONT IS CLOSER TO MY HOME IN REDWOOD SHORES	1
Get picked up by car.	1
Getting there on a bike will be faster	1
Goes in opposite direction of my destination	1
Going to Hillsdale train station and waiting would make my trip take 25 minutes instead of 10 minutes. I would take the bus if it was closer to Laurie Meadows Dr.	1
Going to belmont to back track then get another shuttle/ride to work is impractical. This would add greatly to my commute time and if it was my only option i would consider purchasing a care and stop using CalTrain	1
Have not planned out exactly how this will work as it is not a convenient change	1
Hopefully the employer shuttle picks us up at Belmont.	1
I DONT SEE THE ADDED TIME AND TRAVEL AS BEING CONVENIENT	1
I WILL RIDE THE SHUTTLE IF IT'S AVAILABLE	1
I bike	1
I bike, and my home is equally as close to Belmont as Hillsdale.	1
I can bike it faster than waiting + travel time	1
I can bike to the Belmont station and it's closer to my home	1
I commute on my bike 24/7/365 no matter the weather, no need for this service, I would drive my car if I can't bike.	1
Totals	122

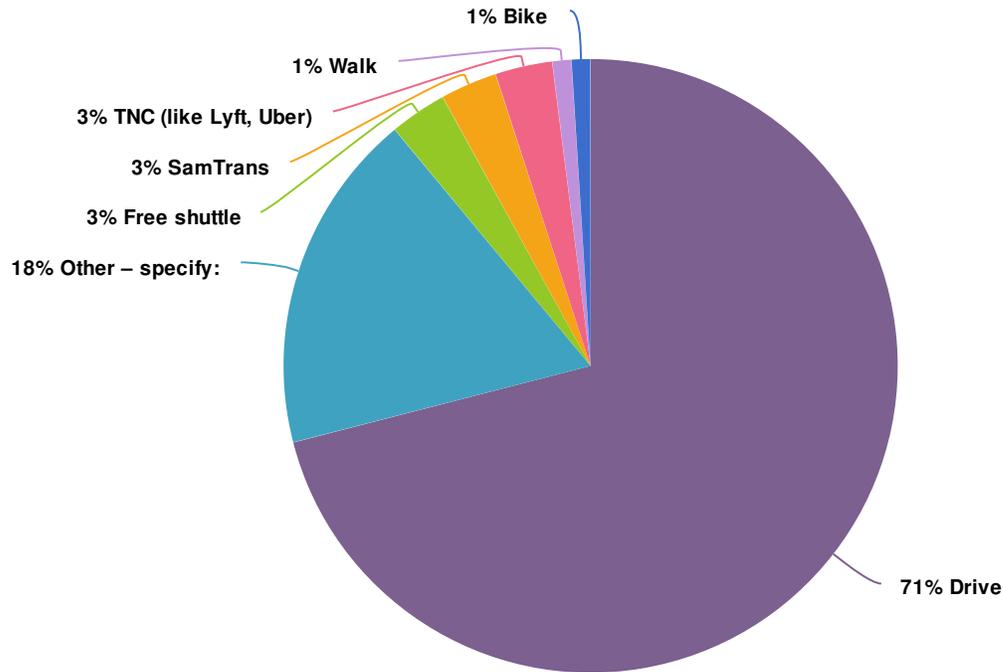
Other - specify:	Count
I do not want to spend an extra 15+ minutes to go in the opposite direction. My commute is already over an hour long.	1
I don't like the bus.	1
I don't want to have to build in the new amount of time it takes to get to the Belmont station PLUS the 15 minute shuttle into my morning commute	1
I get dropped off by car at the moment and that won't change	1
I live between the Hillsdale and Belmont stations so it doesn't make sense to drive one direction to Hillsdale to get the shuttle and then head the other direction to get to the Belmont station.	1
I live between the Hillsdale and Belmont stations, and so, taking the bus would be unhelpful if it doesn't make stops between the two stations.	1
I live closer to Belmont station	1
I live closer to the Belmont station	1
I live in Belmont and the station is at walking distance from my home	1
I live in Belmont, so there is no need to ride to Hillsdale. Currently, I use Hillsdale because the schedule is better than Belmont, e.g., more frequent trains.	1
I need to get to 800 concar and I don't think I can use Belmont station.	1
I still don't understand the bus route.	1
I take an employer shuttle in the morning, and San Mateo is closer in the afternoon	1
I used to take SamTrans to/from Hillsdale, the buses were too inconsistent in terms of arrival/departure...and if I came back late the buses would be much less frequent and I ended up just walking home (about 2 miles)	1
I will drive before I ride 3 different types of transit, ie. train, SamTrans, Shuttle. Time worth too much. IF employee shuttle is direct to Belmont, I will ride. IF it remains only to/from Hillsdale, I will drive to work.	1
I will just walk to the Belmont station during closure	1
I wont need to get to Hillsdale station if the Commute.org shuttles operate out of Hayward Park.	1
I work in SF	1
I would be picked up and dropped off at San Mateo station or hayward Park station	1
Totals	122

Other - specify:	Count
I would get picked up	1
I would get picked up or Uber/Lyft	1
I would rather ride my bike	1
I would still have to drive to Hillsdale station and pay for parking, so it's more convenient to drive directly	1
I'd rather drive and park at Belmont	1
I'll park at another station	1
I'll try to bike. If I can't bike due to weather, it would be good to be able to take my bike on the SamTrans, but I don't know whether that's possible and there's no information about this in this survey.	1
I'm between Belmont and Hillsdale so it doesn't make sense to walk to hillsdale for a shuttle to get to Belmont. Belmont is farther from me so this closure is extremely inconvenient.	1
I'm hoping that commute.org will change its routes for the Hillsdale station closure.	1
Increase my total commute time due to increased risk of SamTran missing train	1
It is faster for me to be dropped off at Hayward Park	1
It'll be way too crowded!!! During rush hour, there's sometimes 100 people boarding each train from Hillsdale so one bus every 15 minutes isn't enough	1
It's faster on my bike	1
Its already expensive enough to ride the damn train and park. Hillsdale is one of the most expensive places to park and one of the shittiest stations. OPEN BELMONT TO BULLET TRAINS. Its nicer, there are bike lockers and plenty of parking.	1
Just don't like taking the bus	1
Leaving area to work closer to San Jose	1
Live near Belmont station	1
More convenient just to drive if I'm getting in and off San Mateo station.	1
More straightforward to go straight to the Aan Mateo station	1
My company will change our shuttle to Belmont	1
Totals	122

Other - specify:	Count
My drive is close to belmont station.	1
Need the service from Foster City to San Mateo	1
No need if I drive to Belmont	1
No ride needed from Belmont station	1
Pain in the butt	1
Prefer driving which allows for more flexibility.	1
Presictability, on time	1
Putting a bike on a bus is too much trouble	1
Riding a bike	1
Shuttle from Millbrae available	1
Sounds like it's going to be a pain in the #%\$.	1
The Belmont station is closer to my home.	1
The Belmont station is closer to my house than Hillsdale. No need to go to Hillsdale.	1
The SamTrans Bus does not run by my work. I take the Commute.org bus to work to the Campus DR office plaza	1
The station I am taking instead although longer trains are closer to where I live	1
This just adds another layer to the already stressful daily commute. By running every 15 minutes and driving through commute street traffic, I think everyone on the bus would miss the trains that we need to take to get to work on time.	1
This project needs to be halted until a temporary Hillsdale station is built!	1
Traffic during rush hours	1
Traffic is intense and unpredictable and a bus will undoubtedly fall victim to it and cause riders to miss trains. When I miss my normal train, the next Train to Mountains View doesn't get me there until after 9:45 which is too late.	1
Trip is less than 2 miles and there are no SamTrans stops close to my home.	1
Totals	122

Other - specify:	Count
Unsure if bikes allowed on board the bus	1
What is the utility of the bus? Assuming that Commute.org shuttles will continue to operate.	1
Will take longer to go to hillsdale and back to belmont	1
Won't come to this st	1
Wrong direction for my travel	1
belmont is close to where I live	1
bike	1
doesn't make sense to drive to Hillsdale to take a shuttle to another station because I drive to Hillsdale anyways and it would make more sense time-wise to drive to the alternate station	1
drive directly to station	1
driving my own car to Belmont	1
easier to bike	1
i bike	1
if you are offering a shuttle that would be my preference. It should be timed to with the train	1
need to add more shuttles at more frequent times.	1
prefer to bike	1
shuttleing between Hillsdale & Belmont is in the best interest of most of your customers and the schedule should be split between Belmont & Hayward Park	1
taking my bike on the bus	1
too many transfers for a daily commute	1
Totals	122

13. You indicated that you are unlikely to ride Caltrain during the Hillsdale Station closure, what will you do instead? (your selection should represent the longest part of your trip by distance)

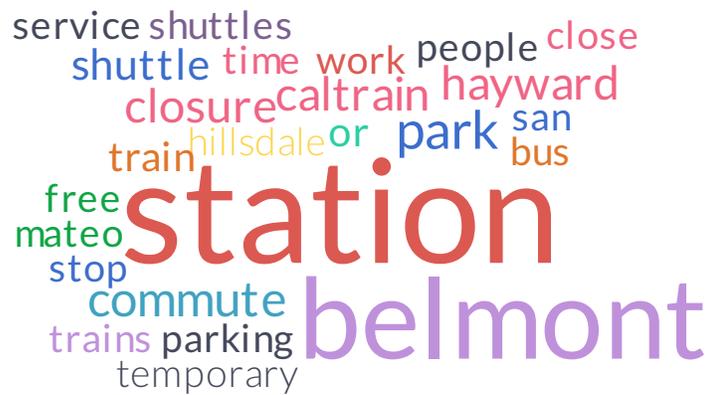


Value	Percent	Responses
Drive	71%	82
Other - specify:	18%	21
Free shuttle	3%	4
SamTrans	3%	3
TNC (like Lyft, Uber)	3%	3
Walk	1%	1
Bike	1%	1

Totals: 115

Other – specify:	Count
BART	6
Bart	2
ACT	1
Bart from millbrae	1
Car	1
Have no clue - this will be a disaster for me	1
Have to change jobs	1
I am about to move from CA	1
I am not sure yet, it does not make sense for me to go to Belmont as I am going north and I do not have a car	1
I will move within walking distance of work	1
No idea	1
Not sure, this is really bad for my commute. I'm coming from bart, takes me already 1h30min to get to work.	1
Scoop or Waze carpool	1
Suffer	1
Unsure. Perhaps SamTrans from Millbrae or AC Transit from Hayward. Using Caltrain and the shuttle at Belmont is still a possibility.	1
Totals	21

14. Comments or suggestions for Caltrain regarding the temporary Hillsdale Station Closure:



ResponseID Response

33 Thanks for collecting our feedback!

35 a difficult situation

38 I've heard there's consideration for a temporary station right by the Hillsdale station, and I'd like you to please explore that option! There will be not enough parking at Belmont or Hayward Park to accommodate all of us Hillsdale riders who drive. And having SamTrans shuttles only coming every 15 minutes will be a crowded nightmare that will add at least 20 minutes to my already 60-minute commute EACH WAY. Please look into a temporary station as your suggested options are so inconvenient, it's even making me consider driving all the way to Millbrae instead.

39 Belmont will need more bicycle racks. Could the old platforms, that once spanned the Hillsdale Boulevard over crossing, be re-established as a temporary station?

40 It's creating a massive headache for thousands of people daily. It makes my commute closer to 2 hours. I'm not happy about it. If it must be done, make it quick. Otherwise scrap it.

41 The closures leading up to this bigger close was done poorly. There's so little parking and nothing was done to make things easier

43 I wish you would add more stops at San Mateo. I already travel South for Hillsdale

49 Increases train options in and out of Belmont and San Carlos would be ideal. Parking has been horrific at hillsdale.

ResponseID Response

- 50 Taking the train no longer makes sense of 15 plus minutes is added to my commute.
- 56 Please help alleviate as I depend on Caltrain. No car. Please reopen ASAP
- 57 It would be nice for Hayward Park to pick up instead of Belmont. It's physically closer. Assuming Delaware/Pacific stays open, also the easier drive between the two. Honestly, given I commute to Berkeley, the extra time introduces by the shuttle makes driving a faster option.
- 59 I don't like it
- 61 It would be nice to receive updates on the work being done so I feel like the station closure is worth it
- 62 I hope this is a limited closure as I depend on Caltrain for work and this is a huge inconvenience
- 64 I know this wasn't totally a Caltrain decision, but the lack of communication, clear alternatives, or information to other organizations that support last mileage transportation has been terrible. As an organization you have known about plan for quite some time yet the planning for it's closure has clearly not been a priority. These actions will severely impact my commute to and from work. With me probably needing to work out new arrangements with my employer regarding my start time. Even in this survey no information has been given as to when the closure will start. Thus as riders we are still in the dark of how to start planning best for this. The survey is a nice hearts and minds attempt but other than than gaining data to help prove or disprove the need of the station after 6 months I feel it is just a management tool for rationalizing future decisions that continue to ignore the riders.
- 66 This closure is incredibly inconvenient for me as the Caltrain is the only way for me to get to/from work. I'm unsure of what the plan is for Commute.org shuttles that I also rely on to get me to/from Hillsdale and my work so right now this is a major question mark for me. When will get additional information on the existing shuttle services to/from Hillsdale?
- 70 Why on God's earth can't you build a new station while keeping the exiting one running? Why Belmont? No bike facility. Tiny station in the middle of nowhere (no offense to Belmontans).
- 72 Long term more frequent bullets or limited trains at Belmont would be great. Please look into sufficient parking too and dont over sell monthly parking permits if there is not sufficient parking at belmont
- 74 NOOOOOO!!!! Why does the stop need to be shut down? This is extremely inconvenient): Shuttle going to Hayward Park with Hillsdale scheduled stops there. Belmont is the opposite direction for me and there is a fair amount of traffic the shuttle will hit to get there from Hillsdale.

ResponseID Response

- 77 Parking at Hillsdale is miserable. Main lot fills up consistently before 8:30. As well, continued changes have major traffic impacts (ex blocking off the turn into Hillsdale Mall, blocking off the street with road construction, making it harder to get to the adjacent lot, chaining off 60 or so parking spaces for nearly half a year while only a small bit of that lot is actually being used for construction). Appreciate the overall long term improvements. But really hoping to see improvement around parking.
- 79 There are literally hundreds of people getting on my train in the morning, many many of which will be taking the shuttle to Belmont. You must ensure there will be enough shuttles to get us to the same train ON time. Please consider having the city close down Old Country Road to shuttles only during commuting hours as that road is the most efficient to get from Hillsdale to Belmont but it gets extremely backed up.
- 80 Please don't close hillsdale station it will be extremely disruptive to my daily commute. So much so that I may end up looking for alternate employment that doesn't require me to take Caltrain anymore.
- 81 This is going to be very frustrating.
- 83 Offer free parking
- 86 I would go to San Carlos if there was more frequent service. I drive and will go to Belmont, which is closer to my home. But I worry about the time it will take to get out of the Belmont lot at Middle Road. There is often southbound traffic on El Camino, and that could prevent everyone from getting out of the lot. If there was more frequent service to San Carlos, I would go there...that lot is easier to exit.
- 87 It's extremely disappointing that Caltrain is closing stations and raising fares at the same time! You're costing riders more of their hard earned paychecks while making their commutes more difficult, timely, and expensive. Poorly done. The fare increases should at least be on hold until after construction is completed!
- 88 I live very close to Hillsdale, this change will have such a huge impact on our community. In addition to the shuttle have you considered parking and overload of nearby stations? The trains are already operating at standing room only. Have you considered a decrease in train and parking fees for the huge inconvenience? That being said, genuine thanks for providing a great service, hopefully the grade separation will provide an improved service for us in the future.
- 90 Any plan B?
- 91 Guys, you're not providing enough information to passengers. I know about the closure for at least 1 year, but I have no idea where will be new station and all other details
- 92 I find it disgusting that a train station has to be closed to accommodate drivers. Given the state of climate change, doing anything to make driving easier seems wrong. But to do it at the expense of transit riders is particularly gross.

ResponseID Response

94	Please make bullet trains common in Belmont in general
95	please consider increasing the number of train at San Mateo or Hayward park station. I live north of hillsdale so I will be double tracking to Belmont.
96	Hope it's done within allocated 6 months time
97	Building a temporary Hillsdale station would be ideal!
99	Providing a time table and location to board the samtrans shuttle would be very helpful.
109	Less traffic to get Hayward park stations
111	Many of us moved here due to proximity to the station. I spend 2 minutes walking from my house to the station and back. Please consider having partial closure during weekends and nights, or plan for the project to be done quicker. 6 months is way too long for a major project which clearly will impact a lot of people. Driving to another station is not possible since our family is a 1 car household.
114	No delays to the construction
116	Having a shuttle to Belmont and adding hillsdale stops there doesn't work for someone commuting North to SF. It doesn't matter if there are free shuttle to Belmont- it adds 10-15 mins to commute each way. Please add trains to Hayward Park- it's the closest station to Hillsdale.
118	Make sure signs are posted everywhere so it makes it really easy to take the bus route. Also make sure the bus advertises on the outside that it's free. About the survey - a lot of people use scooters to get to work, and it wasn't an option.
120	Please explain WHY the station has to be closed. We'd be much less upset if we knew why. If you're building a whole new station farther north, how will the current station be impacted? To the average person it seems like it wouldn't need to be closed at all if you're building a new one farther away. But you don't explain anything. You expect us to just be ok. And it's not ok. I pay a ton of money to live walking distance to this stop and now my commute is majorly impacted and I don't even understand why. I will try the bus but with all the traffic in the mornings I'll probably just drive to work every day during this period. Costing me money I shouldn't have to spend.
122	DO NOT CLOSE THE STATION You cannot accommodate all the people of the train in a mini bus. There will be not enough parking available and not enough room for everyone in the bus. It's imperative that you keep the station open and do the work on the weekend. Station closure FOR SIX MONTHS it's completely unacceptable. One month is okay, 6 months is bonkers
123	Be quick please.

ResponseID Response

- 124 Will there be a free samtrans bus running between San Mateo and Hillsdale? Or just Belmont and Hillsdale? Will Hayward Park get more services, or just San Mateo and Belmont?
- 125 Throughout this whole construction process the Hillsdale station has become less and less accessible even it is one of the busiest stations. I understand why Caltrain and/or the City of San Mateo has decided to do this; but because the City of San Mateo has not properly created a infrastructure to take on all the additional traffic that comes with the new building and homes in the area; a trip to the Belmont station will take 20-30 due to traffic when coming home in the afternoon. Also - I find that this whole process with Caltrains as far as parking accessibility has been terrible. People pay almost \$90 a month and are not guaranteed a spot and/or forced to park in a lot that is falling apart. Currently 10-12 parking spots in the east lot are now being give to the City of San Mateo workers for the construction that has closed Delaware which causes more stress your customers trying to find a spot. I've had to adjust my hours at work to make sure I am guaranteed a parking spot. It seems that you are trying to get commuters not to use the Hillsdale station even though it has that most trains that stop and that doesn't make sense.
- 126 Have the Hillsdale parking lot available during construction so bus riders will have a place to park Have more stops at the Hayward Park stop
- 128 I hope additional parking is also part of the plan for the new Hillsdale station. Too many of the lots at the current station have been closed and this makes for a frustrating and stressful start to the commute no matter how early I arrive.
- 135 Will there be bike lockers at Hayward Park?
- 136 The closure would be extremely inconvenient for me since I live right next to the Hillsdale station and go to SF everyday for work. Taking the train from Hayward park is very inconvenient since there aren't too many bullet options from there. Whereas going to Belmont is in the opposite direction of my travel and a lot of wastage of time. Very disappointed that there isn't a makeshift Hillsdale station since there are such a large number of passengers from Hillsdale station every day.
- 139 I am wondering if the Hillsdale stop trains can also stop at San Mateo station thereby increasing the likelihood of me using it
- 140 Location of shuttle will be very important. Best for me would be the samtrans stop at Barnes and Noble or similar, to go south to Belmont. Also timing of the shuttle. I'm on either the 7:54 or 8:54 going south in the mornings and hope I don't have to add 20 min to my schedule everyday for 6 months.
- 141 It sounds too hard for me because the reason of my home choice is accessibility of Hillsdale station.
- 143 Hayward park should have a bullet train stop

ResponseID Response

146 I would move some of the Caltrain service to Hayward Park Station as well. Pushing all of Hillsdale to Belmont would increase traffic and reduce parking availability at that location.

147 Can there be a shuttle service to San Mateo as well? I'd rather not go South to come back North.

149 Please ensure there will be enough parking at Belmont during the closure, and Hillsdale after. It is limited enough already

150 It would be great to have more frequent stops at Hayward Park during the closure

153 Having earlier notification of the closure and this service is greatly appreciated!

156 Please ensure that the détours provide for safe bike connections around the closure. Activity to date does not seem to have considered the needs of cyclists and discourage people from riding because they increase exposure to high speed and volume roadways.

157 With the mess of the construction and the closure of the station it is too inconvenient to ride Caltrain any more.

160 I do not understand why moving the station requires closure. Create a temporary or the new station before you close the existing location that has a housing development built for commuters. This closure/bus/bike plan will either lead to me losing my childcare by creating an even longer day, or bankrupt me by needing a 2nd childcare provider to accompany date the additional hours added to my already 10-12h hospital shifts.

161 I am very upset by this temporary closure and I have a number of questions that I would like answered, and may even call to receive answers to: 1. What about the employee shuttles that currently run between multiple offices and the Hillsdale Caltrain stations? Will these be available to board from the Belmont Caltrain shuttle? 2. I work at Franklin Templeton Investments, a finance company where I am required to work market hours. Will the SamTrans or Belmont-Hillsdale shuttle be running even during the early morning hours? This was not an issue for me before because I could walk to work, but this will be an enormous disruption to my daily commute... 3. Will these shuttles genuinely run on time? My experience with the weekend shuttles that took commuters from the 4th and King or 22nd Street stations to the Bayshore station was that they often left early and commuters would miss the shuttle. These shuttles need to run ON TIME because people need to get to work... 4. Caltrain should offer a discount for riders who can prove, through receipts, that they ALWAYS get on and off at Hillsdale. I have been doing this for over a year and am not willing to pay extra, particularly considering the increases in Caltrain fares, to be unable to even walk to work and have to disrupt my commute.

162 If possible then please continue morning and evening caltrain service, close the station part of the day.

163 This is pretty inconvenient considering Hillsdale is one of the busiest stops. This and the fare increase is causing me to consider alternative ways to work (Bart to millbrae)

ResponseID Response

166	Buses should run much more frequently during rush hour. The change would likely add another 30 minutes to my total commute each way and makes me more likely to avoid Caltrain altogether and drive.
169	Need more parking at Belmont.
172	Frequent bus connections from Foster City to caltrain station.
174	It doesn't make sense for me to go to belmont since my commute is to SF. I would consider taking a bus to San Mateo station if it is offered. Otherwise I will likely end up driving to a northbound station
175	Can Hayward park also have more frequency of trains
178	Please don't let this last for more than 6 months
183	It would be nice to have direct shuttle service from Hillsdale to Belmont Caltrain stations (in both directions.
185	If the shuttle stops in between Hillsdale and Belmont station like Samtrans such as El Camino & 37th, I will definitely use it. But most likely the shuttle bus uses old county road, I am not sure if I use it or not. I may chose to drive to work for this 6 months or to work from home more days.
187	Suggest to change scheduled stop at Hillsdale to Hayward Park station
189	Can we add more shuttle at night too? Where can we get a complete schedule online? Also I hope the shuttle is big enough to host so many people
190	You didn't ask if we are northbound or southbound, so choosing the train numbers based on time departing was hard. I don't know the train numbers by heart, but I know the departure times by heart but two options of the same time were listed? Affects data quality

ResponseID Response

- 191 My main concern will be the train times and parking. If possible, some of the parking at Hillsdale can be kept open for people to park and then bus to Belmont. It is already hard to find parking at Hillsdale Caltrain if you take train any later than 7:24, and if everyone starts driving to Belmont, even though it is empty, it will be hard to find parking and no alternatives. This will make my trip to work more complicated and longer if I cannot find parking spots. If caltrain can put out a list of alternative parking, then it would be great. I would also take the train from either Belmont to San Mateo, but if the train will be stopping more frequent, Belmont might be the choice. If San Mateo will make more frequent stops as well, then people will have more choice as to going to san mateo or Belmont. That way there will possibly be enough parking for everyone who parks at Hillsdale. I also live in foster city, and there are no bus near my house that goes to the station. I would have to walk over a mile to get to a bus stop that will get to the stations, which is why I will be unlikely to take the shuttle. Also, depending on what time the shuttle will run until, I might not be able to take it because there will be a few months where I will have to work until late and take the train back. If the shuttle is not available during that time, it will not be a useful resource for me personally.
- 192 Please communicate any single tracking that will affect commute times. Why does the station need to close if the tracks don't close? Please beat your deadline!
- 195 They should also run the SamT ran bus from the Hayward station!
- 198 Make Belmont parking free during the closure to compensate for the inconvenience.
- 200 Please don't move the Caltrain station. I love the current location of the Hillsdale stop.
- 202 If there's any way we can have a temporary hillsdale station without needing to take the bus that would be extremely helpful. I'm honestly not sure how I will get to work without the train and worry if I will have to end up getting a car and driving. A 6 month closure is very long.
- 209 I use Hayward park station. More stops at Hayward park would be a huge benefit. My office is 2 miles north of Hillsdale station so Belmont is too far. I will probably drive more and not ride caltrain
- 211 I can definitely see this being something that lasts a lot longer than the projected timeline.
- 213 If Caltrain temporarily offered FREE PARKING at Belmont, Hayward Park, or downtown San Mateo for MONTHLY TICKET HOLDERS during this disruption, I would drive to one of those stations and continue riding Caltrain during the closure. However, I currently do not pay for parking (I walk), and the addition of a shuttle would add too much time to my commute. This is why I will switch to BART. Also - please remember that there are riders who live WEST of the Hillsdale station. most options are geared towards residents of the neighborhoods east of the station. Thank you.
- 215 Closing an entire station after people have made their residential choices around commuting to work, is very irresponsible

ResponseID Response

217 Caltrain should work closely (ie. subsidize) with the employer provided shuttles to ensure that they run directly from San Mateo or Belmont, frequently and in large enough quantities to ensure ridership. Without this solution, you will lose ridership who values their time over riding public transit. Make it easy, they will ride. Some people may bike, scooter from San Mateo or Belmont, but the majority will hop in their car instead of using transit.

218 I hope the southwestern Caltrain parking lot (across El Camino from Barnes & Noble) will still be available after remodeled Hillsdale station reopens. If I have to park any further north, my drive to the station will be significantly impacted by having to get through/around the Hillsdale mall. It's so easy for me to get to and from that particular parking now - I hope I don't lose it. I've been parking in that lot since 1999!

221 This is really really inconvenient

223 Thanks for informing me about the closure. Until I got this survey handout, I didn't even know.

224 Consider additional trains and shuttle service for Hayward Park as well?

226 6 months is a long time but I'll just wake up earlier and walk longer to Hayward park... going to Belmont would be the opposite direction of where I need to go and I get off at 22nd street so bullet options do not work for me. 😞

228 Thank you for letting us provide feedback. Caltrain is so crucial to my commute—I would have turned down my current job if not for the Hillsdale Station.

229 Caltrain needs to learn to better communicate. I've rode Caltrain for 7 years and find your conductors not very informed, never know what's going on, and bad communicators. Maybe you can upgrade your work force when you upgrade the train??

230 Confused. I am so confused.

231 I usually take Caltrain to Hillsdale and then a Mariner's Island Shuttle to my workplace at 1800 Gateway. If there is a free bus or shuttle from Belmont or San Mateo to Hillsdale station, will there still be free shuttles (Mariner's Island, Lincoln Center) at Hillsdale station? Not sure how that would work then with the train to a bus to a shuttle so if you can make it clear what will be available and to where, that would be helpful. Thanks.

233 I really would not prefer to use the shuttle service and would greatly prefer an alternate solution. I would only use the shuttle service because it is my only other option.

234 AAAAAAAAAAAAAA

240 I would bear any inconvenience to have the train horn noise reduced around Hillsdale station. It has been one of the major factors that made my life in Hillsdale area unsatisfactory.

ResponseID Response

242	It'll make inconveniences for me and my commute. But , ok))
243	Stop at the Belmont Station more frequently.
245	Very upset about it. You don't have to close the station
251	Will the Commute.org shuttles still be running from either the San Mateo or Belmont stations?
252	Can you build temp station at hillsdale
256	Please make alternate plan
259	Don't close the Hillsdale station. I don't understand how a temporary closure is going to do anything beneficial long term.
260	Please consider making Hayward Park the replacement stop for Hillsdale instead of Belmont during this period.
261	Please also have transit bus service to and from Hayward Park station for passengers going northbound.
264	>Keep everyone informed on an ongoing basis >Post LARGE signs in different languages to assist passengers >Have a PHONE AND TEXT hotline staffed >Keep up the public appearances of staff to inform passengers >expand notices on social media and newspaper/News events > Update Everyone of any possible DELAY (Because there WILL be delays) > Continue to be Courteous! Thank you!
270	Make commute harder especially for people who rent house nearby to have easier access to train station.
271	Overall it is very inconvient that you would close (even temporarily) such a major train stop. At least at the Hillsdale stop, train passengers can park in the neighborhood for free. This is not as easy to do at the Belmont stop. So it's not a great alternative to Hillsdale. Your train parking fees are outrageous considering how much you already charge to ride Caltrain. The use of the bus willl help, but I forsee them getting inundated especially during peak commute times. If this happens people will have to wait 15 minutes for the next bus. Many will miss their train with that kind of wait time.
273	Will there be enough parking at Belmont station?
274	Appreciate this survey and the heads up. I actually live in Belmont so this is a 6 month win for me.
275	This is so dumb. Really poor planning and execution, closing one of the largest stations on the peninsula for such a long time with the worst contingency plan. I wont be riding caltrain again

ResponseID Response

276 Please only close it for 6 mos.

279 Very very upset it's closing

280 I'm concerned about parking availability at Belmont. There is already a lack of sufficient parking at Hillsdale, and if there isn't parking at Belmont I won't be able to take the train anymore.

284 What is new schedule for trains that normally stop at Belmont and hillsdale?

285 Releasing the schedule for the shuttles between Hillsdale and Belmont would be nice. Also if there are going to be any schedule changes for Caltrain that would also be good to know

286 Please try to make the closure as short as possible, as it is inconvenient for my wife

288 If possible please do not close it. Thanks.

289 Make sure there are enough shuttles between Belmont and Hillsdale. Provide opportunity for people to get on/off shuttles at intermediate locations between Belmont and Hillsdale (eg Samtrans bus stops).

290 Moving the Hillsdale stops to Belmont is a HORRIBLE plan for Caltrain riders who live in Foster City, or near the Hillsdale station. The road traffic for the drive home from Belmont to Foster City/Hillsdale area is bad. The bus option adds at least 30 minutes to my commute - 15 minutes between buses 15 minutes commute from Belmont to Hillsdale station. It is likely to be even longer since the 15 minute estimate from Belmont to Hillsdale station seems too short in reality.

292 Don't

293 Please don't close it. We are a one car household and I work on mountain view. Without the Caltrain, it would be very hard for my wife and I to both get to work.

294 I understand there is a petition for creating a temporary station at 25th. This seems like a better option. Thanks!

295 Working with Belmont and/or San Mateo to get bike lanes added to the roads along the Cal train corridor would be very helpful

297 Please do not close hillsdale station temporarily. It will cause significant inconvenience to my commute

298 Thanks for the early warning

302 Hillsdale station closure is going to be tough for my commute to SF. I will likely need to start driving.

ResponseID Response

304 Just reopen ASAP.

306 I would really appreciate if a temporary station remains at Hillsdale. I am concerned that the Samtrans service being crowded and unreliable.

307 There needs to be more shuttles at more pickup points. One near Whole Foods, one near Hillsdale Mall, and one near Bayside Park at least.

311 If there is a closure there should be a shuttle to other stations and there should be more stops at those stations to accommodate the number of people you are inconveniencing on a daily basis. Please overestimate the number of shuttles needed as it will get over crowded

320 Please work with commute.org to make the Bay shore technology shuttle bus pick-up and drop-off directly to Belmont. It doesn't make sense for that particular bus to still go to Hillsdale since Belmont is much closer to the businesses that shuttle services.

321 I am not happy about the closure of Hillsdale station. The city built Bay Meadows housing and office buildings, filled them with thousands of people, then closed our only decent transport option to the San Francisco, Silicon Valley and San Jose. Going to other train stations will increase already long commute times, will worsen already bad traffic around San Mateo during peak hour, and will force people to get cars that normally would not need them. Why not add additional train stops at Hayward Park also?

322 Are the Sam trains shuttle from Belmont taking people to their work or dropping people off at the closed hills dale station to catch another different shuttle to go to the offices. Your survey is not clear about the Sam trans shuttles behavior

327 This is a mess

328 Provide a discount on fares to people who use Hillsdale station frequently (who answer this survey)

329 The Belmont stop is too far away from hillsdale and the bus will add a very long time to my commute! Please add a temporary Hillsdale station, or I will be forced to stop using caltrain!

332 start another shuttle service near the bus stop near Trader Joe's in hillsdale

335 If you only make a bus shuttle available towards Belmont, it's really inconvenient for people traveling Northbound, like me. I'll have to go in the opposite direction to get my train since I don't have other means of transportation.

336 Please finish on time!

338 I hope the station will be closed only for the 6 months that we are being told. This station is a major hub for many people who go to work, so it is unfortunate for those who, like myself, rely on this train to get to work.

ResponseID Response

339 Please don't shut down the station entirely. Do your work on weekends.

342 Free shuttle situation is unclear. If shuttle is not an option for me, I may have to consider alternatives.

345 why the new station cannot be ready before the old one get decommissioned and is it the right time to talk about fare increases? Low tech and inefficiencies in the Silicon Valley? I'm shocked!

348 Increase trains to Hayward park and have free shuttles from there too

353 More frequent intervals for Bus shuttle service during peak commute times (7:30am - 8:30am) would help. Every 15 mins is not sufficient in my opinion. Every 10 mins for that hour would be a better gesture to show your riders you appreciate them staying with you during this period.

356 I hope there will be free shuttle from Hillsdale to Hayward park station

357 Have bullet trains go to Hayward park instead of Belmont, it's super close to Hillsdale and would be easier for me than going to bellmont

358 I hate this. I moved to Hillsdale because of this station. Parking at Caltrain across the board needs to improve

360 It makes my life harder

361 Finally get to use Belmont, the only trains that go through there now are few, far between, and are slow as heck

364 Please also provide SamTrans bus for Northbound commuters at Hillsdale to either Hayward Park or San Mateo. Not sure about the statistics, but it seems like there are more working commuters going to SF and would prefer the free SamTrans bus to go in the same direction.

366 Nooooo! :(

375 Please add baby bullet trains at Hayward park during the closure.

376 It was fun and convenient to live near the Hillsdale train while it lasted!

377 Adding frequent stop to Hayward Park station

378 A shuttle to San Mateo station

379 I loved that you delayed it. It would be nice to have Hayward park have similar service to Belmont. Belmont for south and Hayward park for north. Yes, it's expensive. I'm really excited for electrification and grade separation.

ResponseID Response

380	Add more trains to stop at Belmont, aside from the ones that would normally stop at Hillsdale, to give people more options. As it is, Caltrain service is horrendous and unreliable. This closure is only going to make it worse. Also, it'd be nice to know exactly when this will all go into effect.
382	Closing it after mid-September means that thousands of interns and college students will be back in college and thus the close would impact significantly fewer Caltrain riders.
383	Don't do it!
388	As long as the service gets transferred to Belmont station, I'll be happy.
389	Please dont close it
392	Instead of closing the station, it would be greatly beneficial if there was a temporary station in Hillsdale and that definitely would help 100's of employees who commute everyday to this station.
394	Belmont station can function as a temporary hillsdale station with respect to train times,bullet train etc . Currently only local train stops in belmont
396	Making all trains stop at Belmont is a great idea. Having more trains stop there instead of Hillsdale after it moves further away would also be nice, although having to go upstairs with a bike and no ramp is a bit of a pain since elevator is slow. Please make a ramp at the new Hillsdale station
399	The shuttles are very nice but the extra time each way adds 30 minutes to commute and will not mesh with the local school schedules. Which means I either have to shorten my time at work by over an hour to make the proper train plus school drop off or find an alternative transportation. I enjoy the caltrain overall and understand the need for the closure, just going to make for a rough 6 months.
404	A temporary, even reduced capacity, Hillsdale platform during the closure would solve the majority of pain points for riders (and in some cases, employers).
408	I prefer 30 min trains/bullets running from Belmont or San Carlos 7:30-8:30 a.m. Not only during Hillsdale closure.
409	Wish it wasn't for so long. It's pretty inconvenient.
413	Please make this change convenient for us! I do not own a car so I walk or CalT rain everywhere I go(weekday and weekend). Thank you.
414	This is ridiculously inconvenient. This survey has also purposefully not asked anyone's actual opinion, and is entirely phrased to so that you have to respond saying that you have a plan for the closure, with no option saying that this closure won't work for me. I have no idea what my plan is, and this is only going to make my commute even longer than it already is.

ResponseID Response

415	I am not wild about the impact on my commute this inconvenience will cause me. I am Hopeful that Caltrain will be able to ease the hassle that this infrastructure change will cause.
416	This is very disruptive along with all other road work in the area, 6 months is a long time for such work and is a huge disruption to all. It is also an additional expense to arrange alternatives.
417	What other factors will be considered besides the survey results? Thanks!
420	Would be nice if hayward Park got more trains
421	None
422	Probably want to post a poster (BIG & RED) to let daily users know like 1 to 2 months ahead of closures.
423	Provide updated online train schedule
424	It would be good to have a clear biking path to Belmont station along the pacific ave. The rode is broken and the ride is pretty dangerous.
425	Is there no way to finish all construction in segments around the station instead of halting all operation at this station?
427	The survey passcodes should not use letter that can be confused as numbers. Specifically O that can look like 0 and I that can look like 1. It will frustrate people and they won't fill out the survey. Unless that is your intention to purposely deflate survey participation. I am concerned about the closure and would really like a re-evaluation to determine how Hillsdale station may be able to stay open even if it is moved slightly down for another temporary station instead of routing to Belmont. There are so many people who use Hillsdale going north in the am (standing room only) and just as many in the evening going south (often just as packed in the am). Given this I am very concerned about the additional logistics and management of both Belmont and Hayward Park stations. If you increase both of these stations to take on Hillsdale schedule it may work, but even then it is a total pain. I find SamTrams pretty unreliable, so I am concerned with how that will work. Will it also cost extra to ride? That is concerning too, especially since it appears that train rates will also be increasing. Please reconsider alternatives that may allow another solution for those of us who walk to Hillsdale to still access the train without having to take additional transportation to Belmont or Hayward Park.
428	Closing the Hillsdale station is a stupid idea. It will ruin the commutes for tons of people who literally moved to this area of San Mateo since there was a nearby train stop. The fact that this is the 1st time I have been asked about my opinion of this change is also insulting. Great job, guys! You'll be making my rainy season bike commute a living hell this winter
430	Free parking at Belmont would help

ResponseID Response

- 432 Please just be very clear on the train times with the location transfer. My schedule is pretty tightly timed right now and 5 minutes is enough to throw everything out of whack (will likely be unable to take the same trains I do once the move happens, as I am constrained by daycare times).
- 434 Not really for temporary closure but really really really want more parking lots available here! Thanks
- 435 Can one track be open during construction to minimize the impact?
- 437 Extremely inconvenient ... in addition to the fare increase ... discouraging to use public transit
- 438 Please get the service back as soon as possible.
- 441 Don't close Hillsdale station. Open temporary station next to Hillsdale in 100 feet.
- 443 Please make that closed Hillsdale parking lot available soon. It was the best convenient way for me to get to the station and then later pick up my son after work from his daycare. The parking lot was perfect and convenient for me. Thanks.
- 445 Why not make Hayward Park with a large parking lot the substitute station instead of Belmont. Will be a huge disruption to everyone involved
- 447 Trains are already packed, I fear this will make the train rides even less comfortable and a lot more inconvenient.
- 448 We would need you to run the existing hillsdale shuttle service either directly from Belmont or San Mateo stations which will be very helpful to us
- 449 This is a major inconvenience. I already find my commute so tiring and this is just adding to that.
- 453 I sincerely hope that there are good arrangements made for the Hillsdale trains stopping at Belmont. Since I take my bike on train, it might get more crowded with this closure.
- 456 Just get done with the construction as soon as you can.
- 457 More stops at Hayward Park
- 458 Please make sure the closure is communicated widely and that updated train stops/schedules are widely dispersed.
- 459 I just want to know where to board the free SamT ram from Hiladale to Belmont.
- 460 please don't close it

ResponseID Response

463 Please keep the closure to a minimum amount of time, it comes during the winter months when there is a lot of rain. Why did you not schedule the closing in the summer, when there is better weather for walking? Walking further in the rain is a really terrible experience. I have no option but to walk. Will you reduce the cost of my ride or compensate me in some manner? I am guessing not.

465 6 months closure is too long!

466 Please ensure the shuttles are running regularly. Thank you!

468 This is going to be a nightmare. Thousands of people rely on the Hillsdale station to get to and from work every day. The shuttles won't be enough, and SAMtrans will add at least an hour to my commute. I implore you to halt this project until you can effectively and safely build a temporary hillsdale station to mitigate the disaster this will cause.

470 Hope have more schedules for Belmont station during the Hillsdale station Closure .

472 I would much prefer that the station doesn't close. I am concerned that there will be a long line to catch the bus. The long lines could mean that you don't even get to catch that bus, then you have to wait another 15 minutes. If there were enough buses so that people can ride comfortably without huge delays, then that would ease my concerns. I am also concerned that every 15 minutes isn't often enough during rush hour. If I have to wait 15 minutes, then it is a 15-minute bus ride, then I just added 30 minutes to my commute. Also, if the bus is filled and I can't get on the bus, and I have to wait for the next bus now its 45 minutes added to my commute.

473 I didn't know it was closing until today so more information about for how long it will be closing for

474 1) Please announce the schedule (or even a tentative one subject to change) well before December. If I can no longer take the train to work, I need to drop off of the commuter benefits plan, and the deadline for that is November 10 for December benefits. This is for Wageworks which a lot of people use. 2) Add commute hour service to Hayward Park. Belmont and San Mateo alone won't be able to handle all the cars that's usually parked at Hillsdale. Thanks for asking.

475 this is horribly horribly inconvenient

479 There should be more trains stopping at San Mateo and Belmont to accommodate the additional 15 min travel time between stations

482 Please include a BART shuttle to Millbrae during Peak hours if possible.

485 Increase frequency of shuttle service between Belmont and Hillsdale station

486 I was informed that Belmont would be the replacement stop, I think that's fine as long as the shuttles that normally pick up at Hillsdale go there too.

ResponseID Response

487 :(

491 I'm worried about the limited amount of parking at Belmont

493 This is really inconvenient and confusing for commuters. Thousands of people rely on the free shuttle service from Hillsdale to their offices/office parks every day. If you're going to run Baby Bullet trains through Belmont that were running through Hillsdale, then you should shift all Hillsdale free shuttle service to Belmont during this time. Taking a bus from Belmont to the free Shuttle at Hillsdale makes us way more likely to miss trains that we need to catch. If you're going to inconvenience us this much already, just move the shuttle service like you're moving the Baby Bullet trains to take some of the sting out of this. It's not fair to commuters who pay a lot (I pay \$231/mo!) to ride the train.

498 Can Caltrain collaborate with lime bike scooters? People may want to ride the scooters from Hillsdale to Belmont.

499 Add more shuttles between Hillsdale and Belmont during peak hours. such as 7-9am, 6-8pm

500 Make it quick. And when it opens, there best be plenty of parking. This is a joke already.

501 It will increase my chance to take Samtran bus if all nearby stations provide bus transfer (San Mateo, Hayward Park, and Belmont).

502 I take express train Hillsdale to South City. Will this change?

503 More buses for morning commute times please.

504 bullets to belmont is a good solution

506 Please switch the bullet train or limit train service to a nearby station where is not far from Hillsdale station location now. Also, provide enough parking and Uber pickup/drop off place if possible

508 Please make make all Hillsdale stops to be at Belmont station.

509 Please plan the shuttle schedule according to existing train times

510 Please create a temporary station! If you don't bike in winter 5 days a week... start.. then let me know how much you like it..

511 You need to ask your rides for any changes, and why did you setup Belmont for the temporary station? Caltrain you can update your system much more faster with a few months not with a 6 months period. Crazy service! Closing station because of the horn? Do you crazy?

513 Please open a temporary station at Hillsdale. There are over 4,000 daily commuters that will be impacted for 6mo .

ResponseID Response

516	Please complete Hillsdale Station construction asap. Its blocking traffic when under construction and took too long, very inconvenient for us who live close by.
517	Please have more parking spaces available at nearby stations such as San Mateo, Hayward. Because I'm going north I definitely won't use Belmont.
520	Please make sure parking at Belmont and San Mateo is expanded during the temporary closure. It is hard to park at Hillsdale as it is, and it'll be doubly so if we'll compete for limited spots at Belmont and San Mateo.
523	I wonder what happens to the free San Mateo Shuttles? Do they depart from Belmont station during the closure? My commute from north San Francisco to Hillsdale station is already an hour, so this closure would be really inconvenient for me. I understand that these upgrades are necessary, but still...I feel like this is all pretty confusing to me..Would appreciate clearer instructions/announcements on this change
524	Bullet trains should stop at Hayward Park instead of Belmont
525	Free Shuttle is good, but since I take Caltrain transfer bus, now I need bus -> train -> bus, or bus-> train -> Bart, seem need to transfer too much. Hope there is shuttle to Millbrae
527	Please do not close the station. It would be extremely inconvenient.
534	Have a few Hillsdale stops at Hayward parkas well, as that's closer than Belmont for people commuting from North of hillsdale
536	6 months is a very long time
543	Hillsdale is one of the most used stations. Please open a temporary station at Hillsdale. There are over 4,000 daily commuters that will be impacted for 6mo .
544	Seamless reliability right off the bat on shuttle/bus to/from Belmont to Hillsdale is critical. I will give it a shot the first week, but any hassle or unreliability whatsoever and I will switch to plan B driving to/from Hayward park. Any problems parking around Hayward Park and I will go plan C driving from my home in San Francisco. Caltrain should give small discount to Hillsdale monthly plan users. Financially it won't be meaningful to riders but it's a token of good faith that I think will keep riders committed.
546	Please consider having weekend only closure. Additional free bus service from San Mateo will be nice.
549	Consider adding additional service frequency to Hayward Park station to provide additional alternatives.
552	Is there any way for a shuttle to the Hayward Park station? or to make either Belmont or Hayward Park a bullet train station to make up for the shuttle travel time and the shuttle wait time? I work at SurveyMonkey and I chose to work there because of the train station. I live in Morgan Hill so the train is very important to my daily commute

ResponseID Response

553	6 months is a long time to completely close the station. Would even have preferred a longer partial closure with less frequent trains over a complete closure
559	Publish clear transit schedules and timetables so I can figure this out in advance rather than at the last minute.
560	The free shuttle should operate seamlessly and sync up with Caltrain arrival times as much as possible.
561	I am looking forward to more train stops in Belmont!
564	Don't close it. When you disrupted San Carlos, someone just built \$3700/mo apartment complexes there. Fares are going to raise again next year and the only benefit I've seen is further gentrification of the service while people still die on the tracks and service keeps being disrupted by broken trains.
565	Parking and full trains are already issues. I'm concerned that closing a station makes all that worse.
567	Please try to keep one platform working and continue work on the other so that we can use the Hillsdale station. Other stations are very inconvenient.
572	Please have commute.org shuttles pick up at Belmont or San Mateo and maintain the same routes
573	Make sure there aren't delays
577	It has been very painful. the parking at Hillsdale has been a real problem. the lot is crumbling literally, potholes and crumbling surface and cracks all over, it has been a true safety hazard, not enough spaces for the need, every changing availability of the lots spaces, the lot was half flooded all winter and the parking is Expensive. trains are very crowded in the AM, body to body more often than is palatable
579	Because I bring my bike on the train I have great flexibility regarding which stations to use.
580	I currently take MAR shuttle to Hillsdale station. I'm not sure if they will adjust accordingly.
581	Would be better if the free Commute shuttles, like the Mariners' Island Caltrain shuttle, switch their destination to Belmont station rather than Hillsdale during the closure
582	It would be extremely helpful to move the Commute.org shuttles that typically stop at Hillsdale to Belmont during the closure. A lot of us depend on those shuttles to get to/from work, and relocating the shuttles will minimize the impact of the Hillsdale closure.
583	Please make sure to work with commute.org to ensure that they're running from one of the remaining stops. Good luck with the renovation!

ResponseID Response

584	Open a temporary Hillsdale station
585	Please clarify if the trains will still run along the line but just not stop at Hillsdale. I could not find that information.
587	Please don't close the Hillsdale Caltrain Station
590	Re-assign the Hillsdale cadence to Hayward park during closure. Even with slight timing adjustments this would be more streamlined and cause less train congestion than having Hillsdale riders dispersed between downtown SM and Belmont. Delaware practically connects the two stations so drop-offs, cyclists and drivers would see limited impact on their commutes, and with the current Hillsdale construction, I imagine the amount of parking at either station is comparable.
591	I suggest making the situation surrounding this additional shuttle service from Belmont to Hillsdale VERY clear. I didn't even know there was going to be such a shuttle until this survey.
592	Please coordinate parking at stations other than Hillsdale
595	There are many employees/students using Hillsdale station as the daily commute, It takes me 13 minutes walking between Hillsdale station and my office. It is super inconvenient for me to take caltrain at belmont.
596	Make the bus more frequent during peak hours please. I am concerned that it will quickly become overcrowded otherwise.
601	A BUS THAT RUNS EVERY 15 MINUTES AND ATAKES 15 MINUTES THEN HAVE TO GET TO WORK IS UNREASONABLE. THERE SHOULD BE TIMED TRANSFER BUSES WORK WITH EMPLOYERS TO HAVE SHUTTLES
602	Impacts a lot
603	Hillsdale desperately needs a parking structure!
604	Faster shuttle from Hillsdale to Belmont please
606	Arrange more parking spaces near the Belmont station
607	Belmont is a great stop to replace Hillsdale
608	Running the bus service from Hayward park station will be better as commuters coming from San Francisco would not have to backtrack. Going to Belmont means crossing hillsdale and then coming back via bus; however going to Hayward park means the trip is shortest.
609	Provide more parking spaces at Belmont station

ResponseID Response

611	Please ensure there is ample parking available at all stations, and ask construction workers to not use those parking spaces during this closure. Parking is already limited for Caltrain riders, and construction workers should park elsewhere.
615	Clear communication on what will happen, timing of when it will happen and possible alternative routes.
616	This is very upsetting and will cause a negative impact to my work and personal life.
617	Please provide more frequent service to Hayward Park! For those of us coming from/to San Francisco, this is way easier than going all the way to Belmont and then doubling back up. Thanks!
620	Less stops happen at San Mateo to Millbrae. During the closure, I recommend more stops for San Mateo to Millbrae.
621	If I could get the AC Transit M bus to stop at Hillsdale station (vs. the current end point only by the Wells Fargo Bank location - a 20 minute walk for me) during the 6 month hiatus, I believe using the AC Transit M bus would be my best option.
623	Please don't close the station for 6 months. Setup a temporary station instead, or just leave it as it currently is right now. The station doesn't need a major renovation.
630	Can you post the projected caltrain schedule with the hillsdale closure so it will help us plan our commutes.
631	Suggest increasing frequency to Hayward Park.
632	How long this may take?
633	For the shuttles, will they be lined up with the Belmont departure times? Having them be out of sync would be annoying because it's require people to go extra early to make sure they don't miss their train
634	I am going to have to quit my job this is a bad solution
636	Run the Bayshore tech park shuttle to Belmont instead of hillsdale. Or in addition to.
637	Please add an additional bus stop in between Hillsdale and Belmont train stations. Putting a bus stop at the Hillsdale Caltrain doesn't improve commute for people who aren't super close to the train station.
640	It would be great if Caltrain riders can get free shuttle service at Belmont or San Carlos stations, to Bayshore Technology Park and other campuses nearby, during the temporary closure.
641	Don't close

ResponseID Response

646 Closing the Hillsdale will make my commute time a lot harder. Waiting for shuttle and taking shuttle to Belmont, and then going to SF, which is really hard. Many people I know in my community or live close by take Caltrain to work everyday, and we are all not sure what to do with the closure. It would be a bit easier if the shuttle take you to the San Mateo station as it's a big station and does not need to stop at many stations. Overall, I and we really hope we can open a temporary Hillsdale Caltrain station!!

647 During the closure of Hillsdale station, would there still be parking available for people who take the commute bus from there to Belmont? As more people will drive to Belmont and San Mateo during the closure, will there be any effort to increase parking spaces at both stations?

648 I live in the San Mateo Village which is currently a 10 min walk from my doorstep to the current Hillsdale station. Because of this proximity, my family can make one car work - We may not be able to do this anymore. Riding a bike is not really an option because this change is happening in the Winter / early Spring (rainy season), not to mention riding a bike down Pacific Blvd to Belmont is not the safest and I don't want to deal with a bike in SF or on the train. Also, riding SamTrans is the worst so you probably want to start prepping for more cars in the Belmont lot. This closure is going to add an hour of additional commuting time every day for me (so 130 total hours over 6 months that I will not be able to spend with my family). The other issue I face (along with everyone else in the Village) is even when the new station opens back up, it's going to be further from our homes. You will also not see any new pedestrian commuters as a result of the change to 28th street (it does not unlock any new neighborhoods within walking distance), you will only be losing people that walk to the station and gaining new cars to deal with. I realize all of these plans are going to happen regardless of what I think and to be honest, if it was just the closure I could see past it but the closure combined with moving the station further away is really going to cause problems. In summary, these actions have added an additional car back on the road and in your parking lots and are going to make my commute really unpleasant. At least you are not raising fares... oh wait...

651 If you make the shuttle go to San Mateo I would be very likely to use that. As mentioned before, you'd have to be an idiot to travel south first to get to SF.

652 Please coordinate trains from San Jose to Belmont accordingly your survey sucks as it does not really ask questions I need addressed. May be good idea that you change this horrible survey

653 Wish there wasn't closure because extremely inconvenient to coordinate rides for pick up and drop off; also it is inconvenient to move the Hillsdale station to another location for many people (its current location across from Hillsdale shopping center is actually better).

656 Thank you for trying to reduce train noise

ResponseID Response

- 658 This is terrible that the most popular station will be completely closed for 6 months. we live at bay meadows only because it's walking distance to Hillsdale station. Do you know how many people live in bay meadows just for the same reason? Hillsdale is the most popular station in the area and it'll be closed now. At least you could leave it open during rush hour that people need to get to work, and do the construction from 9 to 4? I'll not use caltrain this way and will start driving next month. Thanks,
- 660 This would significantly disrupt my daily schedule and it would be too much of a hassle to have to incorporate. I will likely stop using Caltrain during this time unless there is an alternative stop at Hillsdale
- 661 This will disrupt my life immensely. It already takes me 1h30 to get to work. Adding another 15 minutes is awful. There should be a temporary station. Or alternatives from BART.
- 663 Stop the delays for southbound trains, or alternate delays with northbound trains
- 664 There are not enough parking spots at the Belmont if we move everyone from Hillsdale to Belmont. I suggest ALSO stopping at Hayward Park to spread out the parking issue. Maybe paint in lines for extra parking at Hayward Park.
- 668 I am disappointed in the inconvenience, but I do understand it will be better once construction is complete
- 669 Please don't close Hillsdale Station, it will be hard for hundreds of people.
- 672 This is an incredible inconvenience due to the change in transit methods and as a result I will not be using Caltrain after the closure due to the inconvenience and will instead be taking the bus
- 674 Provide Bullet routes from Belmont Station
- 676 I am commuting from Campbell. Drive to Santa Clara station and then take a train to Hillsdale. My round trip commute is 3 hours, closure of this station will make it around 4 hours.
- 679 This closure will cause alot of commute headaches but if the train will now stop at Belmont in the morning & afternoon & Shuttle service is provided then I guess it will have to work. No choice.
- 683 PLEASE CONSIDER TEMPORARY HILLSDALE STATION IN INTERIM
- 684 Get belmont and heyward park available
- 688 Please consider putting a temporary train stop at Hillsdale Station during the closure. Otherwise, even using the Belmont station would add a minimum of 20-30 minutes to my commute which is already more than an hour each way.

ResponseID Response

690 1) Please post Belmont schedules and SamTrain schedules at least 4 weeks in advance.
2) The station closure will most likely increase local traffic problems around Hillsdale, 101 Hwy, and El Camino Real. As of today (07/24/2019), congestions around 5pm-6:30pm are getting pretty horrible at the 101/Hillsdale exits (on/off ramps; both directions).

692 Please do not close down the station

695 Will other SamTrain buses that run along ECR be free for Caltrain riders to Belmont/Hillsdale area if they use their Clipper card or show their Go Pass? Please provide detailed information on the different options such as the free SamTrans bus b/t Belmont and Hillsdale (pickup/drop off location), the other shuttle between Belmont (pickup/dropoff, timetable). Also ensure that there are enough shuttles to accommodate all the passengers.

697 Add additional stops at Hayward Park in addition to (or instead of) Belmont

698 fuck you

701 My free shuttle from Hillsdale station will be the commute.org shuttle. The route I take will be governed by the shuttle route and changes to that shuttle schedule if any. I would have preferred if the samtrans bus with increased frequency would have been from San Mateo station instead of the Belmont station

704 not looking forward to the extra step of hell in my commute but thank you

705 The closure will add more than 1 hour to my daily commute to and from work and will be very inconvenient for me as well as thousands of people every day, especially if the weather is bad. A better approach would be to build out the new Hillsdale station first before tearing down the old one so that no closure would be necessary.

706 PLEASE don't close the station. With more Bay Meadows offices being built here this is going to make the commute next to impossible. There has to be another option.

708 Horrible idea

709 Please open a temporary station at Hillsdale. There are over 4,000 daily commuters that will be impacted for more than 6 months. I personally already have a very long commute that is only made feasibly because my office is very close to the Hillsdale station. The addition of another leg to my journey, particularly one as overcrowded and unreliable as I expect the shuttles to be, will be very burdensome.

710 Please open a temporary station at Hillsdale. There are over 4,000 daily commuters that will be impacted for over 6 months.

ResponseID Response

713	Why will there only be bus service to the Belmont station and not also to the San Mateo or even Milbrae station? Without service at least to the San Mateo station I will be very unlikely using Caltrain during this very long (!!) period. This long closure is very disappointing and makes commuting by public transportation even harder in the bay area.
715	I guess it's gotta be done
716	It will be best to keep both Hillsdale and Belmont stations open
717	"Please open a temporary station at Hillsdale. There are over 4,000 daily commuters that will be impacted for over 6 months."
718	Should schedule certain bullet or limited trains to stop at Hayward Park, and others at Belmont, instead of all to Belmont.
719	Why not offer the shuttle service from Hayward Park since it's closer to Hillsdale? It would not require an extra stop since Hillsdale will be closed anyways. Hayward park would possibly make walking or a manual scooter an option for more people.
721	The Hillsdale Station is a hub for all the businesses around there. If you limit public transportation, a majority of the workers in the area will choose to drive, with most arriving and leaving at the same time.
723	Hayward Park would be more convenient
728	the bus could be coming more frequently, like every 10 min
729	Pls always be on time and avoid any further delays
734	Extremely inconvenient
739	I selected Hayward park as an alternate station, but either that or Belmont would work, as long as there is ample parking.
744	Wish Hayward Park can be the bullet stop
745	Please don't do this. It disrupts secretly our life and living. Please keep the station open and figure out how to work around what you need to do. This is crazy. Sorry
746	The survey questions are confusing and sound very similar. I do not understand what you mean by getting to the station prior to boarding the train if Hillsdale is my final destination. You should also ask which station I am coming from because a baby bullet train may not help if it doesn't come from my station (Sunnyvale). I would suggest that you use SurveyMonkey as well.

ResponseID Response

- 748 My commute is already an hour and a half each, so I can't afford to add another 15-30 min waiting for and taking the shuttle. I hate to add traffic to the roads, but I'll have to drive instead.
- 749 Suggest that we think of alternative arrangements or more frequent service to ease some of the inconvenience for those commuting between Hillsdale and San Francisco.
- 754 I realize that this is necessary, but as it is, Caltrain service is pretty inconvenient. Caltrain should offer more trains during morning and evening rush hours. Trains are often full during Giants games and during school season. Adding insult to injury, Caltrain is proposing another rate increase which I don't mind paying for a better experience. Trains are often delayed too and riders are left in the dark as to why or how long
- 755 Will the Foster City shuttles be relocated to Belmont station? That would be the best.
- 756 Please open a temporary station at Hillsdale. There are over 4,000 daily commuters that will be impacted for over 6 months.
- 757 Please run the bus service as per train schedule. It would be great if the bus can stop at Franklin Templeton offices. There are several companies in the premises and will help a lot of commuters. please please consider this request!
- 758 Instead of making all trains stop at Belmont instead of Hillsdale. Some trains should be made to stop at Hayward Park. It will help people like me.
- 759 Huge disruption in my already long commute. Unable to walk to and from station because it's too far and dark during winter. Caltrain needs to add more shuttles (not same trains) at more frequent times. Will there be a reduction in price for monthly commuters during Hillsdale closure?
- 760 It would be nice to have a temporary station. I live in the Bay Meadows neighborhood and use Caltrain to get to Millbrae BART station to board BART. I will have to drive with this closure.
- 761 What a nightmare.
- 762 I want a shuttle at Hayward Park.
- 763 It's going to be difficult for bikers and those who are mobility challenged to use the Belmont station because there is only one elevator, and not all of us can carry a bike up and down stairs. It would have been better to move the station to Hayward Park: it's closer and it's not limited by a single elevator. Additionally, Belmont has no easy bus access from the east side, which is where most of the Hillsdale corporate shuttle buses come from.

ResponseID Response

766 Did not realize it will be a total closure between Belmont and 25th ave San Mateo. Wish Caltrain could provide a temporary platform to at least by 37th Ave. This closure will really impact my ability get to work on time and the winter season does not help. Now I will have to drive to San Mateo park station.

767 San Mateo should allow scooter rentals. That would solve this problem.

768 The closure will be a major inconvenience. I wish the free shuttle (or a free bus) service will continue to take me to work, especially in the morning.

769 This sucks

771 After more than a year of taking the parking for construction on new office space you guys are going to just close the station. That coupled with the fact caltrain used to be a pleasant ride to work but now you raise prices despite the cars being packed like a cattle car when all you would have to do is schedule some trains to go right to big stations like milbrae and hillsdale instead of letting them fill up before then. You guys suck. You are the Comcast of train lines. United airlines treats their customer better.

773 The fact that you're closing it during school is annoying

774 This will massively impact me and greatly extend my commute. Why is there no temporary solution being offered at Hillsdale? I don't want to add another 30 minutes to my commute or have to pray that there will be a bus available otherwise I will miss my meetings or train home. Extremely unacceptable.

775 Please consider making the alternate station Hayward Park instead of Belmont. This station is more convenient to drive to and not as congested as Belmont. The Belmont station is already a busy stop.

777 The shuttles we have now are understaffed and not super reliable. Hillsdale is one of the main stations and would affect a lot of people in a negative way, if shut down. Unless the commute shuttles are fortified (in numbers and drivers) I don't see myself relying on this as a reliable source of transport.

781 Closure will make my day to day commute disrupted and very inconvenient, also adding to the commute time. The parking lot construction was already inconvenient enough. Very dissatisfied and disappointed.

782 Is there no way Caltrain can offer a stop at the Hillsdale station, perhaps at some part of the platform that won't be affected by the construction? And maybe, specify the first car, for example for riders going to Hillsdale? My concerns are will there be enough buses to accommodate riders going to Hillsdale? How long will riders need to wait to get the buses once they descend train at Belmont? The additional 15 minutes plus boarding and wait time adds a significant amount of time to one's commute. Any consideration of this request would be greatly appreciated.

ResponseID Response

784 I'm very very glad Caltrain is going to fix up Hillsdale even though it may cause some temporary inconvenience. I think it is very necessary. I think for this closure, some underlying issues must be addressed: 1. ****The roads should be planned better so that in/out flow of the pick ups/ drop offs are not as bad as it currently is**** 2. It might even be better if it's a bit off Hillsdale to relieve some heavy traffic in the area. 3. parking structures can be improved/fixed so there are no holes on the ground

786 Please have Caltrain shuttle service from Hillsdale to Belmont, and please postpone or delay the closure of Hillsdale station. Caltrain service at Hillsdale is very important to majority of commuters in Hillsdale residents as we only walk to the station from our home. If the closest station will be Belmont and Hayward Park, we will then need to drive or take Sam Tran which requires more time to get to Belmont or Hayward Park. But if Caltrain shuttle will be servicing from Hillsdale to Belmont or Hayward Park, Hillsdale residents can still walk to Hillsdale station from their home. Please consider adding Caltrain shuttle from Hillsdale to Belmont or Hayward Park. Your kind consideration and understanding to this suggestion and request will be much appreciated. Many thanks

789 :(

790 Caltrain, please open a temporary station at Hillsdale! There are over 4,000 daily commuters at Hillsdale that will be negatively impacted for over 6 months. I'm really angry at Caltrain about this. I bike to and from Caltrain to get to work every day, and having to go to Belmont will add a lot of time to my commute, and this is assuming that I'll be able to bike to and from Belmont, which I am not certain it would be safe enough to do. First of all, given how many people bike and take bikes on and off Caltrain, I would have liked Caltrain to discuss good and safe alternatives for bikers, but there was NO mention of this in the survey or anywhere that I've seen. Second of all, this survey should have been sent around BEFORE the final decision to close down Hillsdale station was made so that Caltrain could gather information on how people commute and make an informed decision about whether or not to close the station in the first place, and which alternative transportation and guidance to provide in the event of a station closure. Instead, it seems like you already made up your minds and are now belatedly sending around a half-assed and useless survey. Seems to me this survey is completely useless at this point because you've already decided what you're doing. Shame on you!

792 This closure is causing a major impediment to getting to/from work. Please consider temporary situation

794 Open a temporary hillsdale stop

796 Need to start more frequent trains for office crowd. Having 1train every 1/2 hr is not at all good frequency.

799 Don't do it

800 Add more bullet trains that stop in San Carlos

801 Very frustrating

ResponseID Response

802 Trains to have more scheduled stops at Belmont or San Carlos train station

803 Plz don't close it, plz don't close it, plz listen to common people

804 Should not close

805 First you eliminated three parking lots so you could store supplies/dirt and now you're closing the station all together. This is a HUB. Hillsdale, SF, Millbrae, Palo Alto are the heart of your system. I marked that I would ride from Belmont, so that you will consider that a bullet stop for others but the truth is, I will no longer take CalTrain and am forced to add to HWY 101's congestion. You could work on the station in sections, in the evenings, weekends, single track during the middle of the day, etc. But it's easier for you to disrupt commuters. Just add 45min on to your commute with Sam Trans, "aren't we nice? It's free, just pay with your time." Or we get to fight for parking, doubling the demand at San Mateo and Belmont. Not to mention the monthly parking pass increasing while the spots are taken away. "Less spots creating less revenue? No problem, let's increase the price!" That's why I walk to Hillsdale, by the time I get there, the 30 parking spots are full, but there are plenty of monthly passes for sale! So with this "6 month" project, which you should call it the actual 9 months it will take...you've completely lost my revenue. Daily rider 2001-2019. No more.

807 How does the bus service benefit us when the Hillsdale station will be closed? Will there also be shuttles to and from neighboring stations to the Hillsdale/Foster City area? Will they have bike racks?

808 Caltrain should build a temporary Hillsdale Station to replace the temporary Hillsdale Station Closure.

809 Please keep samtrans service free from Hillsdale to Belmont or validate using clipper card for fare.

813 PLEASE PROVIDE MORE UPDATES ON THIS PROJECT THAT ARE READILY AVAILABLE ONLINE.

816 Why is Hillsdale being moved anyway? The current station is convenient to shoppers @ Hillsdale Mall & to SMMC employees. Been getting off @ this station for almost 22 years & I now have to get off @ different stations in AM then take the bus & in PM when I get off, it will be a 30 minute walk - not convenient esp. on windy/rainy days.

823 This is crazy, not surprised the guy at the station this morning told me 3 months and I read here 6 months. Great job communicating that. Your parking prices are some of the most expensive at Hillsdale yet you can barely see the lines that outline each parking space. No bike lockers just a few bikes that have been there for months that people are slowly stealing parts off. Merry Christmas from Caltrains, you're all fucked. Get it together. Open Belmont, Hayward park is shithole.

824 Set up a temporary Hillsdale stop

ResponseID Response

825 I take the train from San Jose Diridon and hoping employer shuttle picks us up at Belmont.

827 make the bus more frequent than 15 minutes. increase baby bullet option times as well. have more frequent trains in general so we're less dependent on scheduling around caltrain. I know this last one is a new proposal, but if it actually goes through, and works is another story.

829 There should be buses designated for SurveyMonkey employees as a majority of the riders will be SurveyMonkey employees and this will make our commute less of a hassle knowing that there will be space for us commuters. I even suggest shorter wait times as I am unsure where the buses are and given that there are a good number of SurveyMonkey employees that commute by train in the morning, this would be more convenient for us.

830 It will be helpful for me to have more frequent stops or added train capacity at the San Mateo and Hayward Park stations during commute hours.

833 Don't close the station

837 Why don't we take the Hillsdale Station, and push it somewhere else?

840 Please set up a temporary Hillsdale stop. Both the Belmont & Hayward Park stops are not good options and will involved significant delays and significant increase to time of travel. If no temporary stop is implemented, I will discontinue riding the cal train and will use a traditional call or Uber instead.

841 It's ridiculous to shut down such a highly trafficked station with a lack of alternatives. San Mateo does not have enough parking nor is close enough as a replacement. Belmont has too much traffic southbound El Camino in the mornings. There should have been plans for a temporary platform like with San Bruno.

842 This is very inconvenient for me. I usually park my car along apartments on Hillssdale ave, and walk 1/4 mile to Hillsdale train station. I would have to park my car at Belmont, and pay for parking, assuming there is space. I would also need to leave earlier in the morning. I work at home on Fridays, but may seek to work at home on Mondays as well. I am concerned the station change will add to much to my commute.

844 Please add a temporary Hillsdale station instead of closing it

845 Make sure that the shuttles are coordinated with the trains so that there is ample time to get from train to shuttle or vice versa.

846 This is going to inconveniences hundreds of people . this decision is pathetic.

853 Make the 206 southbound stop in Belmont.

ResponseID Response

- 854 If there is any way to run some limited/baby bullet trains to the Hayward Park station instead of / in addition to the Belmont station during the closure, that would be very helpful for me, as I am biking from Foster City to reach the Caltrain. Otherwise, I will likely ride the Hayward Park --> SF train in the morning and the SF --> San Mateo train in the evening.
- 858 Hopefully, Caltrain will provide the good services during Hillsdale Station Closure period and the construction will be completed in time as expected.
- 859 Please open a temporary Hillsdale station. It will be very hard transporting to/from adjacent stations with the amount of people that currently use the Hillsdale station. It will add incredible amounts of time to our commute, and will also add a huge inconvenience factor every day for months for the daily Hillsdale riders.
- 860 Why did you close Hillsdale? Do you care about riders?
- 861 Biggest concerns is whether there will be enough parking at other stations (i.e. San Mateo). It's already hard enough getting parking at Hillsdale, will other stations be able to accommodate the parking overflow? What is Caltrain doing to expand parking options at other stations?
- 863 please don't close this station!
- 866 Make sure SamTrans runs on time and matches with the train timings
- 868 Are you going to have the bullet train stop at Belmont in lieu of Hillsdale? That would be ideal.
- 869 Please add sun and wind protectors at this station - not just the existing booths which are largely inadequate and don't protect against the sun. Thanks.
- 874 - Why is Belmont selected? It will be farther away - on average - from train riders. - If Belmont must be selected, how about adding more trains stopping at Hayward Park. - Unclear why this station is being. Could be communicated better to offset the inconvenience.
- 875 Taking survey before operation is really responsible action!
- 876 This is too long, closing the station is unacceptable. You should create a temporary Hillsdale station instead.
- 878 Uh maybe clarify the bus route.
- 881 This is incredibly inconvenient for me. I am disappointed that there was not another alternative to closing the station. I hope that the station will be reopened as soon as possible as I rely solely on public transportation. It would be helpful to me for the free shuttles to be running at all hours and on weekends as my work schedule is not your typical nine to five.

ResponseID Response

883	Bus frequency should be increased between hillsdale and Belmont train stations. Train timings and bus timings should be synced up so people taking the shuttle don't miss the train.
885	Ideally, complete the new station before taking the old one out of service, for a smoother customer transition
886	Please keep the station open or provide free parking at other stations.
887	Please finish quickly!
889	Would appreciate more frequent stops at Hayward park
891	if all Hillsdale scheduled stops will be at Belmont, that should be fine. suggest lowering parking fee at Belmont so influx of commuters do not inundate neighborhood parking
894	This is inconvenient. There's no need to renovate the station.
895	The Caltrain employee's passing out the survey had different answers to my questions. Everyone needs to be on the same page. One Caltrain survey person could not speak English as his words sounded like Chinese words mixed with English words.
901	Please DO NOT close the station fully. You really need to take into consideration that there are 4,000 daily commuters that will be impact for 6 - 12 months. MANY of these people (like myself) are commuting from San Francisco and already have a LONG commute. This would make the commute completely unbearable. You also SAY the bus will run every 15 minutes, and take 15 minutes, but this is NOT accounting for traffic that we will experience during peak rush hour times. Please please PLEASE create a temporary spot.
902	Most unfortunate that there is no alternative other than closing the Hillsdale station. Surely there is an alternative?
903	There NEEDS to be a temporary option for Hillsdale rides. There are over 4,000 people DAILY who would be impacted by this closure. MANY of us already commute long distances (I am coming from San Francisco) and have another transportation piece that takes place JUST TO GET TO THE STATION! I take the bus in San Francisco to 4th Street. Adding an additional bus ride would be detrimental to my commute and my mental state. It's already long. Additionally, you say every 15 minutes and it takes 15 minutes, but this does NOT account for traffic issues that are bound to happen, especially during rush hour. PLEASE PLEASE PLEASE DO NOT CLOSE THIS STATION WITHOUT A TEMPORARY STOP.
907	Please give an updated schedule with actual times of Belmont stops instead of hillsdale stops

ResponseID Response

909	Can there be shuttle buses that can run from BELMONT station to our offices? Like the Norfolk area shuttle bus but departing from BELMONT? We pay for the same amount of ticket prices and so we should have the right to keep our trip as simple as before right? Or will you decrease the ticket price?????
915	Really like Hillsdale Station and hope it'll be back very soon!!!
916	Please ensure there is enough parking at Belmont. And hope the Hillsdale station opens back in time and we won't have to wait forever.
917	Please make sure there are enough bike racks at the Belmont station.
918	Dont do it!
922	Make samtrams run from foster city to Belmont frequently as opposed to from Hillsdale station. Make some trains stop at Hillsdale even if the station is closed.
924	reorient shuttles (e.g. marine island) to other caltrain station
926	I understand the need for the safety of the closure of the station but maybe you can speed up the process of construction from 6 months to 3 months. Luckily I am able bodied and can bike my way to another station.
927	Are the shuttles going to have room for bikes?
932	It is unclear to me why Caltrain chose to close the current Hillsdale station before completing the new one. If there is a reason for this, it should have been better publicized. It is extremely brazen to raise fares at the same time that this new inconvenience is introduced, especially when it is clear that Caltrain has no interest in improving its services. Trains are poorly maintained and produce excessive noise and vibration, they are overcrowded and have inefficient layouts, service is infrequent and extremely slow, the clipper card system is poorly implemented and inconvenient, and the fares are already overpriced. While the conductors are I interact with are considerate, diligent people, Caltrain is the epitome of a bungling, parasitic monopoly.
933	I support this closure, although it will cause me a longer time on my daily commute. I commute between Mountain View and Hillsdale. Northbound in the morning and Southbound in the afternoon. I can use Belmont instead of Hillsdale and ride my bike a little more to my destination.
934	There is lots of free street parking around the Hillsdale station, and I don't believe that is the case at Belmont, so the increase in parking fees that people may have to pay should be taken into consideration

ResponseID Response

939 This is extremely disruptive to my commute and I doubt this construction will be finished in 6 months, judging from the multitude of construction projects near Hillsdale that have also been inconvenient to borderline unsafe. Taking a shuttle with a bike just won't work and taking 15 minutes from Hillsdale to Belmont makes it even more of a time sink. Please expand service to Hayward Park for those who live closer to that station. Also great timing: increased fares to go with a decrease in service.

940 Don't close the station but rather build a temporary station next to the new station being built. My husband and I both take Caltrain to work. We have sold our second car to reduce our carbon and traffic footprint in the Bay. Yet, now that we have fully committed to commuting to work by train, this closure will force both myself and husband to purchase a second car and drive. The additional time spent traveling to the new station is just too precious and the unreliability of the muni bus system is no a viable professional option. I plan on driving my new car to Milbrea and take Bart. My husband will just drive to work in the Valley. We both regret our belief in Caltrain.

941 Do you really need to close it? Aren't you doing construction somewhere else? Why make everyone go through all this trouble?

942 Increased train service at Hayward Park would help.

944 The added time/inconvenience from taking a bus to Belmont doesn't make it a feasible option. I'll drive instead.

948 6 months is fucking half a year. Get more people to work on it and get it done in 2 if you're going to close it. And you're going to increase the price? Gotta be fucking kidding me.

949 Request free Commute.org shuttles leave from Belmont Station while Hillsdale Station is shutdown.

950 I request that Caltrain seriously reconsider enabling a platform on the southwestern side of Hillsdale Blvd. The stairs are still there as well as parking. The eastern side could just remain where it is for now. There will be a point where the eastern tracks need to be moved but that closure would only have to be for a shorter time. This closure is inconveniencing a lot of people, and in my case need to reconsider my employment given that it adds an additional 60 minutes to my current commute.

952 Please change the timetable so that trains that stop at Hillsdale but not Hayward Park/Belmont stop at Hayward Park/Belmont instead of just powering through. My preference is for Hayward Park.

954 Arghhhh!

956 Its too bad you can't set up a temporary station like you did in San Bruno years ago. The extra time for the shuttle just makes it impractical time wise for me.

ResponseID Response

- 957 Considering that I still don't understand why an already-elevated station like Hillsdale has to be closed, make every effort to have plenty of buses with extra room shuttling back and forth from Hillsdale to Belmont please!
- 960 Don't close Hillsdale station.
- 961 This completely sucks - I'm very angry about such a long scheduled closure and wish I had known about the City Council meeting where this was being discussed so I could have gone and protested. Why can't Caltrain build a temporary platform/station during renovations? Previous renovations at Hillsdale proceeded with temporary crossings. It is completely ridiculous to shut down a major station for 6 WHOLE MONTHS. And who are we fooling- do you REALLY believe that the closure will only be for 6 months? You can't even get the trains to run on time, and I have 0 confidence that you will complete the repairs on time. You are causing a major disruption in service for riders. There is nowhere near enough parking at Belmont to accommodate the additional traffic. Really bad planning. I'm motivated to contact my representatives to protest this plan.
- 962 I wish you could offer free and ample parking for people boarding at Hillsdale station in San Mateo or Belmont. Would be easier to drive, park and take the train than increase my commute time by approximately 30-50 min every day.
- 963 Why not use Hayward Park as an alternate station?
- 965 use current station as staging station during construction of new station
- 967 Please consider closing for a shorter period of time or breaking up the time so that station is not closed for 6 months straight. It's really difficult to plan another commute. Please consider more flexibility with the Hayward park station
- 968 Shuttle service to San Mateo please
- 971 Please arrange for baby bullet stops at Hayward Park station.
- 972 I'm really looking forward to the new station!
- 974 So inconvenient
- 975 The only reason I am not using the Belmont station now is because bullet trains do not stop there. If it has the same schedule as Hillsdale (and synced with Bart), this would be ideal. I particularly appreciate ample parking at the Belmont station. With all the recent construction at the Hillsdale station, parking has been a challenge.
- 976 This has very low impact to me. But I would like Caltrain to notify us the new departure time from Belmont in advance.
- 978 Is that possible to also provide shuttle from San Mateo to Hillsdale in case we did not get off at Belmont we have another chance or in case any thing happen to Belmont station

ResponseID Response

981	I really don't like having Hillsdale station being closed!!!!
983	Recommend you switch the shuttle service to Hayward Park which is far closer to where most riders work/go to school. Very few commuters work toward Belmont - we are all walking to a destination North and East --- not South at Belmont. This closure -- particularly the length of the closure -- will SEVERELY impact my commute to work everyday. Six months is a very long time to inconvenience riders who have no other options (if they don't have a car).
984	It will be very uncomfortable during winter season. Every 15 minutes for 1.3-1.7 miles, if you missed it will be 30 minutes on top of 30 minutes or more train travel, plus 8-10 min getting to the train station- it amounts to a lot of time.. And will one bus be enough to load all? When you get off the train IF you decide to walk with winter attire it will not be easy. Why is it done in the winter when it will be pouring rain and you can't even choose to walk the distance?
986	I'm excited that this project is happening but this is going to increase my commute time from ~55 minutes to over an hour and a half, and will be incredibly inconvenient. I will likely end up taking BART during this time.
992	offer free car park
993	This closure will make it impossible for me to ride the train. I can't afford the high parking fees, and both Hayward Park and Belmont are too far and inconvenient for me to ride a bike, which I would then have to leave at the station (I can't wrestle a bike onto the train by myself), risking theft and damage. Taking a bus from Hillsdale to Belmont means adding time to my commute on both ends. I don't understand why the overcrossing and relocation of the station a block to the north requires *closing* the station, especially for so long. You haven't done a good job of explaining a decision that negatively impacts so many riders.
995	I do not understand why you need to close the station for so long. This is extremely inconvenient.
997	This affects my commute as a worker, and the commute of the ~450 students who rely on CalTrain to get to my place of employment (The Nueva School). I recommend offering a shuttle between Hillsdale and more than one other station (San Mateo, Burlingame...not just Belmont) so there is less impact all around on all shuttles.
1000	Since I take the Mariner's Island Caltrain shuttle, have the shuttle run to San Mateo stop instead. There problem fixed.
1001	More parking at Belmont station

ResponseID Response

1002 Due to the limited parking availability at Hillsdale Station (impossible to get parking after 8am in any of the designated areas) it would make logistical sense to add Belmont Station as a stop to trains that stop at Hillsdale station. I understand this is separate issue from the temporary Hillsdale Station closure but it is still critical and affecting livelihoods. Either that or reinstate the shuttle from Belmont to Hillsdale immediately. The website currently says that the shuttle was stopped 9/4/2018.
<http://www.caltrain.com/schedules/Shuttles.html> So if the every 15-minute shuttle could be available now during peak hours that would be great.

1006 Please continue the free current shuttle service at hillsdale to San Mateo station. Ideally, to maintain the same stops for all shuttles. It will be very inefficient to have bus service from Belmont to San Mateo. This will be taking too long for most of commuters. Thank you.

1007 I would like to ask if it'd possible to add more frequent stops at Hayward Park station during the morning (7am-8am) and evening (4pm-5pm) commute hours, as Belmont station would be too far and inconvenient for daily commute. Thanks for the consideration in advance!

1012 It's unfortunate that there isn't a way to keep the station open during construction like has been done at other stations. It is also unfortunate that this is happening during winter when the weather is worse. I have a large concern over how crowded the trains currently are and wonder if some of this will be a little worse during this time while more people get on trains at different stations. I hope that part of this construction will be an overhaul of the parking, which is currently a disaster. I also hope that it will include more covered space to wait for the train.

1013 This is a big inconvenience for me and many other riders as Caltrain is my only means of transportation besides walking, and I know walking will not be an option during the rainy seasons of December onward. Ideally, there should be a shuttle connecting Hillsdale with Milbrae since many riders connect there to bus, bart, etc. I would suggest this.

1015 Keep car parking available so we can use the shuttle bus.

1017 Happy about the upgrades occurring throughout the CalTrain system. This survey has created a lot of anxiety though. I depend on Commute.org shuttle (Bayshore Tech) for the "last mile" of my commute. If those shuttles are discontinued I would probably have to start driving from San Francisco to the tech park. A personally and environmentally undesirable outcome.

1019 Better allocate more parking spaces at Belmont. Hillsdale station is already over crowded. Most of those cars will probably move to Belmont during closure.

1022 How are you going to board all bikers to the free shuttle during the peak hours?

ResponseID Response

- 1023 6 month closure sucks. I know no one is reading this nor cares but it does suck. Why does the station need to close for half a year? And judging by how behind these projects typically are what should make anyone think it won't take even longer. Also, people form commute habits. I know demand is high right now and you keep raising prices and inconveniencing riders and know that demand is high so you don't care. But keep in mind that if people get out of the habit of taking the train they may not go back.
- 1026 Please fix the parking lot! It is an absolute disaster especially when it rains. Please make more trains available at the Belmont Station.
- 1027 PLEASE EXTEND THE HOURS OF THE FREE SAM TRANS BUS SHUTTLE BETWEEN THE BELMONT TO HILLSDALE STATION BEYOND THE COMMUTE HOURS AS WALKING TWO MILES FROM BELMONT STATION TO HILLSDALE STATION IS NOT CONVENIENT.
- 1028 Make it as short as possible.
- 1030 well you get me options just the buss, Thanks
- 1031 For those who pay for monthly parking, they should be guaranteed a spot for the price we have to pay for the permit and for the inconvenience. I shouldn't have to readjust my family and work schedules to ensure I can get a parking spot at any station.
- 1033 a temporary station at Hillsdale would helpful
- 1034 Make it clear whether or not you will be able to walk THROUGH the hillsdale station during the closure (EG: Passing through from El Camino across the tracks to the Survey Monkey headquarters).
- 1036 Add more parking spaces and stops at Belmont, Hayward park, and San Mateo
- 1042 I live on 40 Ave and walk to the Hillsdale Caltrain Station (12 min walk). Please have the shuttle make stops at all major intesections along the El Camino Real, it would be very inconvenient to first walk to the Hillsdale Mall Bus station and then take the bus to Belmont, specially during the winter season in the evenings.
- 1045 Traveling to Belmont station and needing to transfer to a shuttle will add significantly to my commute time
- 1047 This is a huge inconvenience for me since I am catching the train at TAMIEN where I spend over an hour each way to get to Hillsdale and back. is it possible to have timely shuttles from Belmont to Hillsdale?
- 1048 You should provide a direct shuttle that matches up with the train schedules. Otherwise I suspect you will lose a lot of riders. Once I have to get into my car I may as well drive to the office.

ResponseID Response

1050 Any thoughts about making more frequent trains stopping at Hayward Park during the closure? I did not choose this option because so few trains stop there, but would use the Hayward Park station if it had a better schedule.

1051 1. Oh how I wish you could leave the Hillsdale station functioning while you build out the new station. Closing this major hub is going to wreak havoc on peninsula traffic. 2. Will there be nearly enough parking for all of us at the Belmont and San Mateo stations? I doubt it. This may force me and many others to start taking Bart from Millbrae, which is already so crowded and unlikely to have enough parking for all of us. CRYING EMOJI!

1053 Many MANY people drive to the Hillsdale station and parking has been incredibly tight lately - as in, if you arrive after 7:15am you will likely NOT get a parking spot. Please understand that many people get to the station this way, and figure out a way to accommodate all those drivers at the Belmont station (as in, potentially negotiate with local businesses so Caltrain riders can use their parking lots, or offer free parking vouchers, etc). The shuttle is not an ideal solution as it doesn't make sense for people to first go to Hillsdale and then go the other direction on the shuttle - it will add a lot of time to people's already long commutes. Also, the shuttle would make me nervous as there is the possibility that it will not be on-time and then I will miss my train. The trains are exact, almost to the minute, but will the shuttles be?

1054 My commute is already 1.5 hours each way from Los Gatos so I may have to work from home more or get a new job.

1056 Super stoked about the plan for increased train schedule, faster trains, more baby bullet/express) options and lower emissions from the electrification project. You guys keep doing whatever you have to--beg, borrow, bully--to make trains a viable and vibrant part of the overall Bay Area transit solution. It's 2019 and it's the economic heart of the most powerful state in the richest country in the world...we owe it to ourselves, let alone future generations.

1057 I will not take train in Holiday month like December

1058 I understand that work needs to get done to finish the project. But I'm worried about the small businesses in the area that will be affected by the closure of the Hillsdale station.

1062 Parking closure at hillsdale makes it a challenge. Glad moving to Belmont until new hillsdale is open. Would be nice if a baby bullet would stop at belmont permanently too! Looking forward to completion.

1063 Hope this closure will not last too long. This is going to increase my commute time.

1067 The new station is exciting! Thank you for checking with users with this survey!

1068 Shuttles every 15 minutes doesn't feel enough

1069 More Hayward Park stops.

ResponseID Response

1074	With hillsdale station being one of the stations that run express train more frequently, it really makes commuting more difficult for people who takes this train to the city or to south bay. Additionally, there has been constant construction to the Hillsdale station that limits the parking space, so we have not been able to use the monthly parking permit because of no space!! I do not know how we can get the refund for that either, which is just like ripping off the money. So with the closure, I would really hope 1) the construction can go smoothly and fast, 2) the planning committee is considerate enough to account for people like me who relies on caltrain to commute everyday
1075	Will it be possible to have free shuttles drop off/pick up at Belmont instead of Bus transfers
1080	Post shuttle times Clear signage
1081	Thank you for offering this survey. I feel like a lot of people need to chill and just accept that the station needs to be closed for a short time, and they will need to change their commute.
1083	This sucks!
1084	The Belmont station is a 10-min walk to/from my home. Much closer than Hillsdale.
1087	Give us more info on bus schedules
1088	Don't close the station, at least not completely.
1091	Between Hillsdale station closure and my company moving from Mountain View to Sunnyvale, there are not a lot of Caltrain options especially since Sunnyvale does not have any bullets or even frequent train stops during commute hours of 7-8 am. Sunnyvale trains run hourly and that does not work for me. I will have to drive to Belmont, take the train to Mountain View, take shuttle to Sunnyvale. My commute door to door is going to increase by at least 30 minutes. If I leave at 7am I can drive and get there in 30 minutes. Using Caltrain currently door to door takes me 55 minutes and that will increase to 90 minutes during closure and after my company move in September.
1092	It will be super inconvenient for my weekday commute: the San Mateo station always gets traffic and it is difficult to drive to there. Hope the Hillsdale will NOT get closed. Thanks.
1093	Belmont station is the opposite direction from where I want to go, so it's adding more time to my commute. I'd rather go to Hayward, which is closer (and therefor the shuttle would take less time), and in the direction I want to go (so I wouldn't have to double back). I'd also like to have the shuttle to be frequent enough that I'm not spending more than 5 minutes waiting for it.
1094	It will be really inconvenient for me to close the station, it's a really big station and I think a lot of people using it in a daily basis.

ResponseID Response

1096 I prefer more bullet trains from Belmont Station instead of Hillsdale Station.

1098 It's going to be very inconvenient. I may stop using Caltrain if hillsdale closes

1099 None

1102 I'd love to have a temporary station that's closer to the current hillsdale station. I'm not sure either Belmont or Hayward Park has sufficient capability to handle the traffic at Hillsdale.

1103 No Comments. It was your decision to relocate Hillsdale station. I cannot change it, even though I don't like it.

1105 The options available weren't accurate to my actual commute. I rely on the Millbrae>Hillsdale Station>Free Shuttle commute very heavily and will have little to no options if this is not available. It will adversely affect my employment along with many of my colleagues who take the same route/commute as I do.

1107 A shuttle to/from hayward park would be more useful

1109 Shuttles running to San Mateo would be good too.

1110 Consider additional stops at Hayward station.

1111 Please consider having the trains stop at Hayward Park instead of or in addition to stopping at Belmont, specifically for the 324 and/or 226, and for the 267. Not having the stop at Hayward Park will add about 9 minutes to each direction of my daily commute. This might not sound like a lot, but the evening is particularly bad, because I already pick up my son at preschool and get him home later than I would like (since there aren't any reasonable options to come home to the San Mateo area from Mountain View between the 261 and 267, which leave 46 minutes apart).

1112 Would have been nice to have included more information about the new station along with this.

1114 You should have selected Hayward Park station instead of Belmont for the bus bridge -- less distance! I head south to work in the morning; going further south than where I work, only to have to go back north on a bus to Hillsdale, means I will constantly be late to work. Hayward Park would SAVE TIME for southbound commuters in the morning, and for northbound commuters in the evening. You are screwing -- I mean negatively impacting -- half of your riders, and many may not return after the new Hillsdale station is complete. Ridership is already dropping, and it seems like you are choosing to shoot yourselves in the foot. I hope I am wrong!

1115 This will be very inconvenient and will impact my work commute.

ResponseID Response

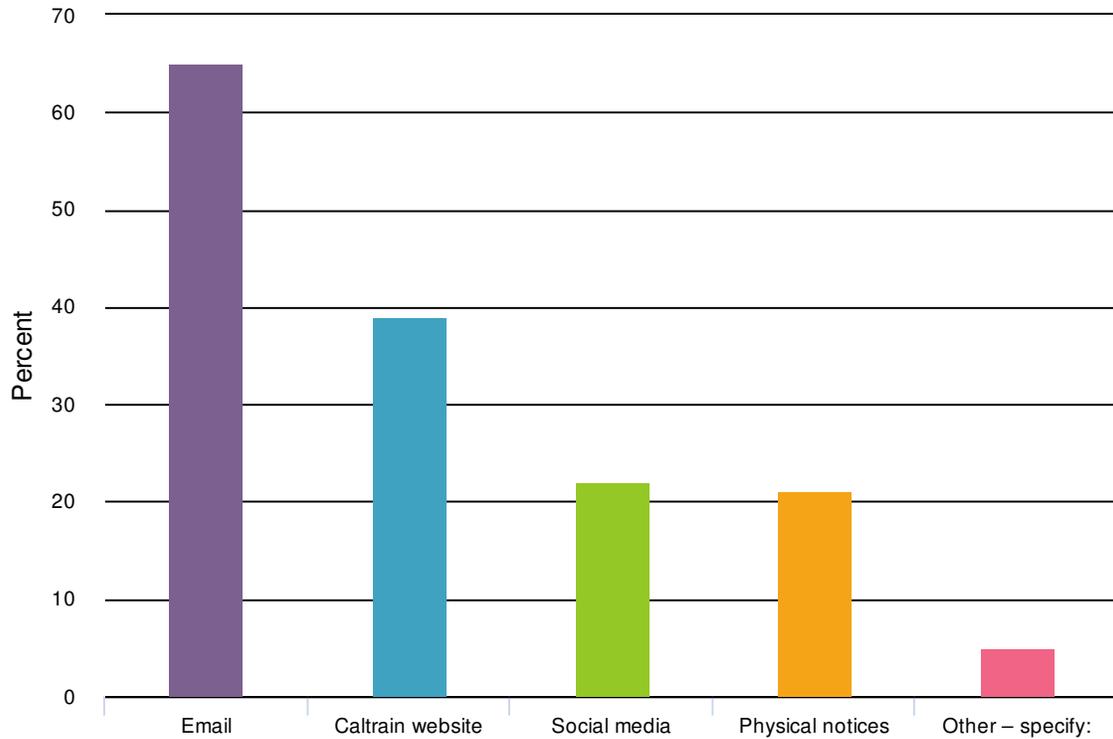
- 1117 Is there any chance you could increase the frequency of stops at Hayward Park? There is a lot of housing and office development in this area to support increased service. The only reason I ever use Hillsdale instead of Hayward Park is because of the much more frequent service.
- 1120 I am hoping the Commute.org shuttle that operates on Hillsdale Blvd. will take me to Belmont. If I have to use the Samtrans bus, this will add a significant amount of time to my already long commute. I estimate the additional transit time to be 15-20 minutes daily or another hour and a half a week. If this is the case, I will consider driving.
- 1123 Caltrain did a good job of initial outreach and I knew the station was closing. At the time, I had an hour long commute, so adding a few minutes wasn't a big deal. Now, I commute about 10 minutes. So, adding (maybe) 30 minute *each way* to a 10 minute commute is a little absurd... So, now that the details are coming out, closing the station is going to create more problems for me. Also, I have heard that there will not be enough parking at Belmont nor at Hayward Park.
- 1124 I recently took a new job near the Hillsdale station and having that station there made the job accessible. I just learned of this closure. Getting to work is going to be difficult because I already have a long commute early in the morning. Going to Belmont station and taking the bus or shuttle back will likely add another 30 minutes to my already long commute. It's another headache to deal with. I'm not sure what I will do to get to work now.
- 1125 PLEASE do NOT close Hillsdale station, I need to get off this station as I work at San Mateo Medical Center and it is only a 7 min walk from the station. Why cant you have people get on and off only one car and have a small part of the station open? A 15 min shuttle is not enough and will make me very late for work, this is an undue burden that you are putting on the people that need this station everyday. Please do NOT close Hillsdale station, it is too much of a burden to have to go to Belmont or Hayward park and it is not close enough to Hillsdale.
- 1128 Please re-open Hillsdale as soon as you can! Thanks I love Caltrain!
- 1130 Why is the Hillsdale station being moved? It is currently at a very ideal location.
- 1131 Please coordinate with employers who provide employer shuttles for employees. In the past both CalTrain and the employer shuttles point to each other, or to the rider, to facilitate communicate about changes and solve the problem, leaving the rider caught in the middle and without service because neither organization is taking responsibility. Don't leave the rider stranded because of a failure to communicate and coordinate among agencies.
- 1133 Facilitate carpooling through waze and scoop or similar.

ResponseID Response

1134

There is too much traffic at Belmont during commute hours, making your customer's commute even longer sitting in frustrating traffic. We are trying to avoid all that. It is completely unthinkable that Caltrain doesn't want what works best for them. Both Belmont and Hayward Park should have schedules that make up ALL of the lost Hillsdale stops.

15. How would you like to receive updates about the Hillsdale Station project?
(select all that apply)



Value	Percent	Responses
Email	65%	578
Caltrain website	39%	350
Social media	22%	200
Physical notices	21%	186
Other - specify:	5%	43

Other - specify:

Caltrain app	Count
Text	2
Totals	2

Other – specify:	Count
Baymeadows alliance	1
Caltrain me app	1
Caltrain twitter	1
Host some meetings we can attend at certain stations.	1
I already subscribe to the email list.	1
I don't want to receive any notifications	1
I will posted to Twitter about your horn ;-) to close station. Can we close all station in Bay Area by the train horn?	1
I'll just look it up myself	1
Loved getting this survey as you got off the train. Most effective way to reach people.	1
Messenger pigeons	1
NA	1
Newspapers	1
No thanks you've ruined my day	1
None	1
Option to speak or chat online to a person who is knowledgable and can answer specific questions.	1
Posted signs on Cal train	1
SMS	1
Should also post this information on the Hillsdale platform. Not everyone can look at their cellphone continuously.	1
Sms	1
Text messages	1
Text response op-in	1
Totals	35

Other – specify:	Count
Text updates	1
Town crier	1
Twitter	1
Twitter and the CalTrain app on the iPhone	1
don't call me, i'll call you	1
gammavik@gmail.com	1
postings on trains and train stations	1
smoke signals	1
snail mail	1
texts to phones	1
<hr/>	
Totals	35